Bi-Weekly Report as of April 16, 2004
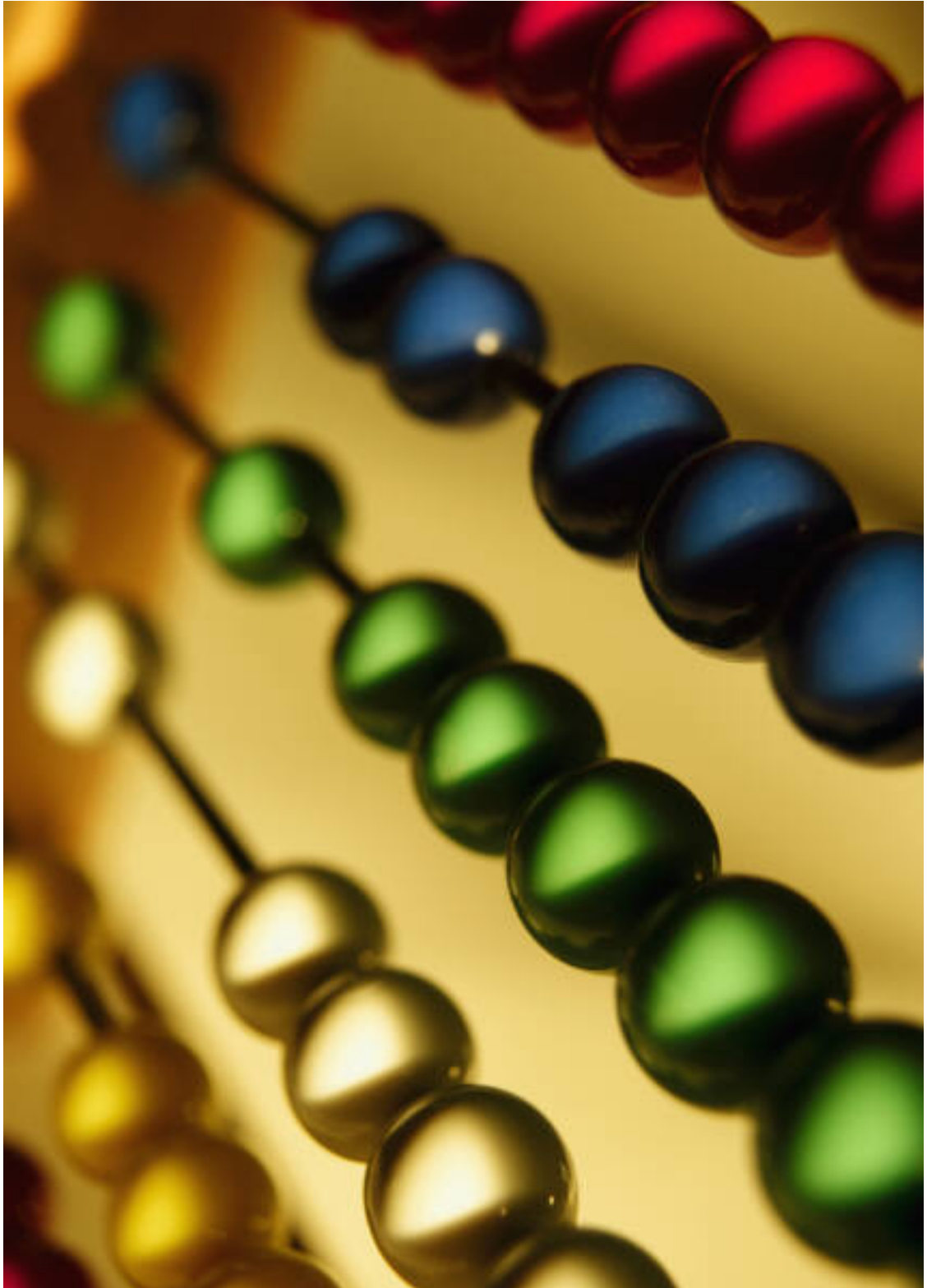

FSA Performance Plan – FY2004

SUMMARY

- Project 4 *(Provide EDExpress application modules)* was completed on April 5, 2004, when the appropriate software was posted to the FSA download web site.

- The transition to the new NSLDS contract is complete. Project 17 *(Re-compete contract for NSLDS maintenance/operations and transition to new contractor)*

GREEN LIGHT

- The FEBI Phase I proposals are now being reviewed. The Phase I selection will be made by May 6, 2004. *(Project 5 – Process Pell and Direct Loan transactions through the Common Origination and Disbursement (COD) system).*

- The Risk Management Group has developed a draft lifetime default rate measure for cohort years 1994 and 1995 for the Direct Loan portfolio. Summary lifetime default rates for years 1994, 1995, and 1996 were updated as of March 31, 2004. Results of this and more detailed data will be presented to Management Council on April 23, 2004. Project 13 *(Enhance program monitoring and oversight – Borrower Services)*

- The draft Human Management Capital Plan was provided to GAO. In addition, FSA's draft Five-Year Plan went through a preliminary Departmental clearance and was sent to Congress and the higher education community on April 19, 2004. Comments are due back by April 30, 2004. Project 52 *(Prepare and continually monitor and report on the accomplishments of the High Risk Plan)*

YELLOW LIGHT

- The first complete cycle of processing of financial statements from all school types is scheduled to be complete by April 30, 2004. Because this milestone is only 30% complete, Project 8 *(Expand eZAudit initiative)* continues to be reported as yellow.

- Although Project 9 *(Enhance program monitoring and oversight – Application and Delivery Services)* is reported as green, the audit resolution rate is below the 95% goal for the second consecutive reporting period, resulting in another yellow status for that milestone.

- The 20 percent reduction in overpayments and the 10 percent reduction in underpayments were not sustained for the month of March. Project 15 (*Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.)* The increase in overpayments is attributed to IRS offsets and the fact that many of the Guaranty Agencies wait to return overpayments at mid-year. The increase in underpayments is a result of a problem with the USA Loan Verification Certifications, which were completed incorrectly 11 percent of the time for the month of March. This problem has been fixed.

- At the present progress rate, Project 47 *(Implement enterprise contract performance monitoring measures against new systems contract awards)* continues to be at risk. Management continues to evaluate methodologies for maximizing efforts to get this task back on track.

ACTION PLAN STATUS AT A GLANCE
as of April 16, 2004

FSA No.	Indicator	Status
1	IMPLEMENT STUDENT AID AWARENESS INITIATIVES	G
1.1	Leverage partnership activities to disseminate FSA information	✔
1.2	Publish accurate and timely information that meets the needs of our audience	G
1.3	Disseminate information directly to target audience	G
1.4	Respond accurately and timely to requests	G
1.5	Reach customers through Student Aid on the Web	✔
2	IMPROVE CUSTOMER INTERACTIONS/CUSTOMER SERVICE CALL CENTER	G
2.1	Monitor customer feedback to improve services	G
3	CONDUCT APPLICATION PROCESSING (CPS, FOTW, PIN Site, IADD, PM)	✔
3.1	Implement application	✔
4	PROVIDE EDExpress APPLICATION MODULES	✔
4.1	Release application module	✔
4.2	Release Common Origination and Disbursement module	✔
5	PROCESS PELL & DIRECT LOAN TRANSACTIONS THROUGH COD	G
5.1	Issue COD software release	✔
5.2	Issue COD SOO	G
6	ADMINISTER CAMPUS-BASED (eCB) ACTIVITIES	G
6.1	Prepare list of schools that do not submit FISAP; call schools to ensure compliance prior to tentative award notification	✔
6.2	Notify schools of tentative awards	✔
6.3	Call remaining schools that have not submitted FISAPs or that need to correct FISAPs prior to required closure of database	✔
6.4	Issue final awards to schools	✔
6.5	Issue FISAP software release	G
7	UPGRADE POSTSECONDARY EDUCATION PARTICIPATION SYSTEM (PEPS)	✔
7.1	Complete Oracle 9i Upgrade	✔
7.2	Upgrade Windows NT server that houses the E-App	✔
8	EXPAND eZAUDIT INITIATIVE	Y
8.1	Commence contract start-up	G
8.2	Complete first full cycle of processing (all school types)	NR
8.3	Improve audit review component of compliance activities by increasing the e-submission rate to 95%	G
9	ENHANCE PROGRAM MONITORING AND OVERSIGHT (APP & DEL SERV)	G
9.1	Meet or exceed audit resolution rate of 95% by the end of the fiscal year	Y
9.2	Continue to measure school monitoring to assess overall compliance trends	G
9.3	Conduct School Relations initiatives	G
9.4	Conduct Experimental Sites initiative	NR
9.5	Administer the Quality Assurance program	G
9.6	Conduct vulnerability assessment	G
10	PRODUCE SCHOOL PUBLICATIONS AND MATERIALS	G
10.1	Annually update and disseminate the Federal Student Aid Handbook	Y
10.2	Update and disseminate Direct Loan Program publications	G
11	DEVELOP & DELIVER PROGRAM AND TECHNICAL TRAINING FOR SCHOOLS	G
12	TRANSITION TO COMMON SERVICES FOR BORROWERS (CSB)	✔
13	ENHANCE PROGRAM MONITORING AND OVERSIGHT (BORROWER SERVICES)	G
13.1	Default Recovery Rate on FSA-held portfolio 9.5% or more	G
13.2	Update FSA-wide risk management and default prevention inventory.	G
13.3	Complete the work on the implementation of the life-time default rate measure.	G
13.4	Identify and enhance current delinquency/default prevention tools for the DLProgram	G
13.5	Conduct vulnerability assessment	G

FSA No.	Indicator	Status
14	IMPLEMENT HIGH QUALITY CUSTOMER SERVICE TO THE DL PORTFOLIO	G
15	IMPLEMENT PLAN TO IMPROVE CONTRACTOR OVERSIGHT TO DL CONSOLIDATION OVERPAYMENTS/UNDERPAYMENTS	Y
16	PERFORM NSLDS MAINTENANCE/OPERATIONS ACTIVITIES	G
16.1	Perform cohort default rate calculations, send, and post	G
16.2	Prepare/send GA fee calculations. Review Forms 2000 reasonability data	G
16.3	Review, evaluate, prepare GA NSLDS data integrity improvements reports	G
16.4	Make enhancements to Loan Processing and Issuance Fee (LPIF) process for rate changes	✔
16.5	Participate in the formulation of school cohort default rate initiatives	✔
16.6	Provide monitoring functionality of GA and Lender reasonability on a monthly basis	G
16.7	Upgrade Data Prep Software to be compliant with Windows 2000 and XP	✔
16.8	Implement Education Credit Management Corporation (ECMC) file format changes	✔
17	RE-COMPETE CONTRACT FOR NSLDS MAINTENANCE/OPERATIONS	✔
17.1	Award new contract	✔
17.2	Monitor and manage transition to new contractor	✔
18	RE-COMPETE CONTRACT FOR FP DATA MART MAINTENANCE/OPERATIONS	✔
18.1	Award new contract	✔
18.2	Monitor and manage transition to new contractor	✔
19	PERFORM MAINTENANCE/OPERATIONS ACTIVITIES FOR THE FP DATA MART	G
19.1	Quarterly status report on ways to improve effectiveness/efficiency of Data Mart review process	G
19.2	Quarterly evaluation of use and value added to the guaranty agency and lender review processes	G
19.3	Monitor Data Mart feeds to provide accurate, concise and timely data to users	G
20	PERFORM FINANCIAL PARTNERS PORTAL OPERATIONS ACTIVITIES	G
20.1	Monitor and evaluate web page hits to drive future postings to portal	G
20.2	Maintain current and relevant information to financial partners' user community	G
20.3	Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal	G
21	PERFORM LEAP/SLEAP ACTIVITIES	G
21.1	Review, evaluate, reconcile, and prepare performance reports	✔
21.2	Prepare and submit clearance paperwork	G
21.3	Review/approve applications from states. Obligate, generate, and mail grant award notifications	G
22	PERFORM VOLUNTARY FLEXIBLE AGREEMENT (VFA) ACTIVITIES	G
22.1	Perform cost neutrality analysis and provide results	G
22.2	Prepare performance measure assessment and benchmarking reports	G
22.3	Evaluate new applications for VFA	G
22.4	Foster effective working relations with guaranty agencies during scheduled site visits	G
23	PERFORM MAINTENANCE/IMPROVEMENTS TO THE FP ELECTRONIC RECORDS MANAGEMENT (ERM) SYSTEM	G
23.1	As appropriate, integrate ERM work with other FSA business units	G
23.2	Analyze and evaluate the current use of the ERM system to identify improvements	G
24	PROMOTE EFFECTIVE/EFFICIENT COMMUNICATIONS INTERNALLY & EXTERNALLY	cancelled
24.1	Coordinate and enhance communications within Financial Partners and externally	cancelled
24.2	Hold quarterly checkpoints for all areas of FP service concerning communications	cancelled
25	ENHANCE PROGRAM MONITORING & OVERSIGHT (FP)	G
25.1	Participate and provide Financial Partners Channel support for ED audit	G
25.2	Prepare and conduct program reviews of guaranty agency and lenders/servicers	G

ACTION PLAN STATUS AT A GLANCE
as of April 16, 2004

FSA No.	Indicator	Status
25.3	Analyze and collect third-party audit findings	G
25.4	Utilize GA/lender scorecards to reduce risk and improve review process	G
25.5	Partner with guaranty agency community on the Common Review Initiative (CRI)	✔
25.6	Conduct vulnerability assessment	G
26	SUSTAIN CLEAN AUDIT OPINION, ADDRESS MATERIAL WEAKNESSES AND REPORTABLE CONDITIONS IDENTIFIED IN ANNUAL FINANCIAL STATEMENT AUDITS	G
27	PERFORM INTERNAL CONTROL REVIEWS TO ENHANCE FINANCIAL MGMT	G
28	FINALIZE FY 2002 & FY 2003 COST ACCOUNTING MODEL AND DEVELOP BASELINE FY 2002 UNIT COSTS	G
29	SUSTAIN/IMPROVE TIMELY RECONCILIATIONS & IMPLEMENT OTHER PROCEDURES TO COMPLY WITH FY 2004 ACCELERATED REPORTING REQUIREMENTS	G
30	MANAGE FMS OPERATIONS	G
31	DEVELOP & DEPLOY ENTERPRISE PERFORMANCE TEST ARCHITECTURE	G
32	PROVIDE ENTERPRISE & DATA ARCHITECTURE MANAGEMENT	NR
33	PROVIDE SECURITY & PRIVACY SUPPORT TO FSA BUSINESS UNITS	G
34	PROVIDE INTEGRATED TECHNICAL ARCHITECTURE (ITA) & ENTERPRISE APPLICATION INTEGRATION (EAI) MAINTENANCE AND PRODUCTION SUPPORT	G
35	SUPPORT THE FSA IT ASSETS AT THE VDC WITH LINES OF SERVICE	NR
36	CONTINUE ENTERPRISE QUALITY ASSURANCE PROGRAM TO SUPPORT THE FSA CIO IN CONDUCTING SYSTEMS ASSESSMENTS/EVALUATIONS	G
37	SUPPORT ED, CUSTOMERS AND BUSINESS PARTNERS BY PARTICIPATING IN THE PRESIDENT'S MANAGEMENT AGENDA E-GOVERNMENT INITIATIVES	G
37.1	Release GovLoans Gateway	G
38	PROVIDE HIGH QUALITY INFORMATION, RESEARCH AND INFORMAL PROBLEM RESOLUTION SERVICES TO STUDENT LOAN BORROWERS AND OTHER PARTICIPANTS IN STUDENT AID PROGRAMS	G
39	CONDUCT REAUTHORIZATION ACTIVITIES	NR
40	POLICY LIAISON PLACEHOLDER	NR
41	PLAN AND MANAGE FSA CONFERENCES	G
42	MANAGE, DEVELOP AND UPDATE CONTENT FOR FSANet	G
43	MANAGE CONTROLLED CORRESPONDENCE FUNCTIONS	G
44	DEVELOP & IMPLEMENT INTERNAL/EXTERNAL COMMUNICATIONS STRATEGY	G
45	MATURE ENTERPRISE-WIDE PROCUREMENT PLAN	G
45.1	Complete market research to resolve plan issues	Y
45.2	Synch Plan w/BIG End State Vision	G
46	DEVELOP ACQUISITION WORKFORCE	G
47	IMPLEMENT ENTERPRISE CONTRACT PERFORMANCE MONITORING MEASURES AGAINST NEW SYSTEMS CONTRACT AWARDS	Y
47.1	Incorporate CSB into enterprise process	Y
47.2	Incorporate Front-End Business Integration Systems (FEBI) into enterprise process	Y
48	CONTINUOUSLY UPDATE AND MONITOR PROCUREMENT INTERNAL CONTROLS	Y
48.1	Establish monitoring and reporting process for government furnished property	✔
48.2	Establish reporting process to monitor vendor performance	NR
49	INCREASE CONTRACT DOLLARS AWARDED TO SMALL BUSINESSES	G
49.1	Increase dollars awarded directly to small businesses	cancelled
49.2	Increase dollars awarded through large business primes to small business subs	cancelled
50	CONTINUE TO IMPLEMENT INTEGRATED PROJECT MANAGEMENT OVERSIGHT FOR FSA'S SYSTEM INTEGRATION ACTIVITIES	G
51	EVALUATE & IMPLEMENT SELECTED PROJECT MANAGEMENT STANDARDS BASED ON THE SOLUTION LIFE CYCLE	Y

FSA No.	Indicator	Status
52	RESTRUCTURE INTEGRATION LEADERSHIP SUPPORT TO TRANSITION TO FSA STAFF	G
53	PREPARE & CONTINUALLY MONITOR/REPORT ON THE ACCOMPLISHMENTS OF THE HIGH RISK PLAN	G
54	DELIVER WORKFORCE DEVELOPMENT AND SUPPORT PROGRAMS	NR
54.1	Continue Intern Program	NR
54.2	Conduct FSA Orientation	NR
54.3	Implement results of One-ED Competitions	NR
54.4	Update Skills Catalog/Learning Tracks	NR
54.5	Implement Workforce Alignment Strategy	NR
54.6	Update FSA Human Capital Plan	NR
55	PERFORM FACILITIES MANAGEMENT ACTIVITIES	NR
55.1	Implement facilities needs	✓
55.2	Coordinate security needs	✓
55.3	Administer records management	NR
55.4	Coordinate the distribution of the Transit-Benefit program	✓
56	REVIEW CREDIT REFORM ESTIMATES	G
57	DEVELOP TRIAL BALANCE CAPABILITY FOR COD AND CSB	✓
58	SUPPORT THE IMPLEMENTATION OF ORACLE FEDERAL FINANCIALS RELEASE 11i	G
59	IMPLEMENT AUTOMATED BUDGET FUNDING ENTRY SOLUTION	G
60	IMPLEMENT FORMS 2000 ADDITIONAL ENHANCEMENTS	G
61	IMPLEMENT ENTERPRISE DATA STRATEGY INITIATIVES	NR
61.1	Map current state and future state business flows of data	✓
61.2	Develop requirements and initial design for common identifiers for schools and students	✓
61.3	Develop an integrated data warehouse and Data Mart strategy	✓
61.4	Develop technical standards, conventions and data management guidelines	✓
61.5	Determine current data quality and establish a target state plan and quality assurance process	✓
61.6	Develop an enterprise-wide extensible markup language (XML) technical architecture framework to enhance data sharing and standardization with our external customers	✓
61.7	Continue to build on Phase I by developing a detailed vision on FFEL/enrollment data flow, gaps/impact of Common Services for Borrowers (CSB), electronic Case Management Oversight (eCMO), NSLDS and electronic Campus-based systems	G
61.8	Conduct market research to validate the feasibility of the target conceptual design	✓
61.9	Develop the detail Data Quality Execution Plan	G
61.10	Develop a holistic XML Management Plan	G
61.11	Implement SSIM as a pilot on renewal applicants	NR
62	BEGIN THE IMPLEMENTATION OF COMMON SERVICES FOR BORROWERS (CSB)	G
62.1	Award Contract	✓
62.2	Begin implementing Phase I of the FSA-approved transition plan	G
63	IMPROVE SCHOOL PARTNER OVERSIGHT	G
63.1	Implement Integrated Partner Management (IPM) system	G
63.2	Develop Consolidated requirements for IPM system	✓
63.3	Develop enrollment high-level design	✓
63.4	Develop access high-level	✓
63.5	Develop Routing ID (RID) high-level design	✓
63.6	Select competitively a vendor to perform the conceptual design and development of the IPM system	G
63.7	Begin requirements gathering for eCMO	✓
63.8	Procure the design of a workflow tool for SEC	G
64	IMPROVE THE ACCURACY OF APPLICANT DATA	✓

ACTION PLAN STATUS AT A GLANCE
as of April 16, 2004

FSA No.	Indicator	Status
64.1	Improve the effectiveness of verification	✔
64.2	Restructure CPS to become a multi-year database	✔
64.3	Implement ISIR Data Mart	✔
65	CREATE A TARGET STATE VISION OF A FRONT END BUSINESS INTEGRATION (FEBI)	NR
65.1	Conduct market research	✔
65.2	Issue CPS Statement of Objective (SOO)	✔
66	RE-ENGINEER NSLDS (PENDING DATA STRATEGY OUTCOME)	G
67	PREPARE TO IMPLEMENT IRS DATA MATCH	G
68	CONTINUE LEARNING COUPON PROGRAM	NR
69	PROVIDE CAREER ZONE SERVICES	NR
70	INCREASE STUDENT FINANCIAL AID PROGRAM AWARENESS	G
70.1	Expand federal student aid awareness and outreach program	G
70.2	Develop and implement long-term mass marketing strategy	G
71	RE-ENGINEER EDExpress	Y
71.1	Conduct A & F Study with product registration	✔
71.2	Link application processing to FAA Access	✔
71.3	Implement Return to Title IV Web Release	Y
72	DEVELOP A LATE DISBURSEMENT APPROVAL AND TRACKING SYSTEM	NR
73	DEVELOP FSA SECURITY AND PRIVACY ARCHITECTURE PILOT	G
74	IMPLEMENT LEADERSHIP EXCELLENCE DEVELOPMENT TRAINING	NR

Key:

G	On Track
Y	Progress Concerns
NR	Not Reported
R	Management Intervention Required
✔	Completed
Cancelled	The project will not be completed in FY 2004 due to a shift in FSA leadership priorities, and therefore, unappropriated resources.
	Operations
	Discretionary

FSA Project Status Report

FSA No	Area	Action Item			
		Status_Date	*Comments*	*%Complete*	*Status*
1	**ADS**	*Implement student aid awareness initiatives.*			
		4/16/2004	Progress continues in each of the milestones. Two of the milestones associated with project (1.1 and 1.5) have been successfully completed. The remaining three (1.2, 1.3, and 1.4) are on schedule for completion prior to 9/30/04.	40%	Green
		4/2/2004	Partnership activities continue to thrive, e.g. continued partnership with White House Initiative of Excellence in Hispanic Education. FSA has participated in five 'Feria Educativa' initiatives to date and presented at the second HUD Neighborhood Networks Regional Technical Assistance Workshop. Publication activities for the '05-'06 award year will be informed by the results of the usability study being conducted this Spring. Preliminary results of web sites will be delivered April 13th. As of April 2nd, SAA and FSA Ambassadors have distributed materials/information to over 60,000 interested individuals. Student Aid on the Web (www.studentaid.ed.gov) continues to have high numbers of visitors and hits. This site shows increased utilization of the FAFSA pre-pop functionality as well as school application pre-pop.	30%	Green
2	**ADS**	*Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).*			
		4/16/2004	Progress continues in the three areas identified for improvement. Additionally, FSA Tech Listserv increase of 13% since September 2003. See milestones for details.	54%	Green
		4/2/2004	CCSC continues to make progress in 3 areas identified for improvement and has implemented two additional initiatives to improve customer interaction. See milestone for details.	50%	Green
4	**ADS**	*Provide EDExpress application modules.*			
		4/16/2004	This project was completed on April 5, 2004, when the software was posted to the FSAdownload web site.	100	Completed
		4/2/2004	The PRR for the 2004 2005 EDExpress Release 2.0, which includes Pell and Direct Loan modules was held on March 26, 2004. The software will be posted on April 5, 2004. With this posting the project is complete.	99%	Yellow
5	**ADS**	*Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.*			
		4/16/2004	FEBI Phase 1 proposals received by the 4/15/2004 deadline are being reviewed. Phase 1 downselect decision will be made by 5/6/2004.	73%	Green
		4/2/2004	Final FEBI Phase 1 RFP containing Origination and Disbursement requirements was released on March 26, 2004. Proposals are do by April 15, 2004.	67%	Green
6	**ADS**	*Administer Campus-Based (eCB) activities.*			
		4/16/2004	Remaining milestone (6.5) continues on track. Testing continues, and FISAP software to be released week of 6/21/2004.	73%	Green

FSA No	Area	Action Item				
		Status_Date	Comments		%Complete	Status
		4/2/2004	Project continues on track. Final awards were issued to schools on 3/23/2004. Testing of new software is on track for release by 6/30/2004.		67%	Green
8	ADS	*Expand eZAudit initiative.*				
		4/16/2004	For the OMB clearnace, we are defining the metrics for the conditions of clearance, and are developing a reporting plan. Registrations are being processed daily, applications are being processed. We are on track for the next enhancement May 23.		67%	Yellow
		4/2/2004	FSA has received OMB forms clearance for e-Zaudit for 6-months, through 9-30-04. In addition, OMB has indicated that they will approve a 3-year clearance upon receipt of our forms clearance package. We have implemented enhancements for the A-133 schools, and have posted info to IFAP to assist schools in registering, avoiding common mistakes, and submitting their audits & financial statements. We are continuing to register schools and process submissions, as well as gear up for an expected peak workflow in the coming weeks.		67%	Yellow
9	ADS	*Enhance program monitoring and oversight.*				
		4/16/2004	9.1 Cumulative since 10-01-03, 95% of the audits were resolved on time. Milestone remains yellow. 9.2 2nd qtr compliance measure to be produced by Apr 30 9.3 School Relations continued PYCO work in conjunction with DLOPS. 9.4 Expirimental Sites has received all of the participating schools annual reports. 9.5 Quality Assurance programs remain on track with the ISIR Analysis Tools. 9.6 Prepared for May 2004 kick off for vulnerability assessment studies.		59%	Green
		4/5/2004	School Relations projects continue to progress. Expirimental Sites initiatives annual reports are nearly finished. Quality Assurance ISIR tool remains on schedule. Vulnerability assessment preparatory work continues and is on track.		45%	Green
10	ADS	*Produce school publications and materials.*				

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
		4/16/2004	10.1 Project is slightly behind their timeline but expects to be back on track.	55%	Green
			10.2 The revised Direct Loan Exit Counseling Guide orders are being fulfilled. The revised Direct Loan Entrance Counseling Guide print contract was awarded on 4/15/2004 with expected delivery at the end of April 2004. Review of revised Direct Loan Basics and Direct Loan PLUS Basics brochures continues with planned availability by June 2004. There are 16 back-ordered requests at the warehouse. These requests are for the Direct Loan PLUS Basics brochure that is currently being revised.		
		4/5/2004	The Application/Verification guide has been sent to GPO. Most of the student handbook is in review save for part 5 which is still in devolpment and part 2 which has been posted on IFAP.	53%	Green
			The revised Direct Loan Exit Counseling Guide has been printed, and school orders are being fulfilled. The revised Direct Loan Entrance Counseling Guide is being submitted for a print bid with expected availability at the end of April 2004. Review of two revised Direct Loan brochures--DL Basics and DL PLUS Basics--has begun.		
			There are only eight back-ordered requests at the warehouse. These requests are for the DL PLUS Basics brochure that is currently being revised.		
11	ADS	*Develop and deliver program and technical training for schools through a combination of videoconferences, web-based training, and classroom experiences.*			
		4/16/2004	The External Traning Branch should be able to better define the Phase 1 Task Order costs once its contractor has been determined in mid-May 2004. The same may be said for the Phases 2 and 3 SOW Task Orders. There is a slight change in the award date for the new training contract from sometime in April to mid-May 2005.	60%	Green
13	BS	*Enhance program monitoring and oversight.*			
		4/20/2004	Total non-consolidation loan recoveries were $808.9 million, an increase of 28 percent over the same period, April 9, 2003, last year. This represents 5.08 percent of the FY04 portfolio balance.	35%	Green
			The Risk Management Group has a developed a draft measure for cohort years 1994 and 1995 for the Direct Loan portfolio. Years 1994, 1995, 1996 for summary LTDR were updated as of 3/31/04. The Risk Management Group also has detailed the data by school type. Results will be presented to Management Council on Friday, April 23.		
			The final documentation for the FISMA SCANS was completed by the contractor. The auditors now have all the data they require for the FISMA audit.		
			A detailed design plan has been developed to integrate the Direct Loan Consolidation and Servicing websites. The CSB web team is reviewing the plan. CSB web team will continue to work on the mapping plan for the Collections websites.		

FSA No	Area	Action Item				
		Status_Date	**Comments**		**%Complete**	**Status**
		4/5/2004	Each of the milestones for this item is on track.		50%	Green
			Total default recoveries for March 2004 were the highest ever in a single month at $242.6 million. Total default recoveries for FY04 thru March 31, 2004 (2nd quarter) was $886.3 million, an increase of 20 percent from the end of the 2nd quarter in FY03.			
			The Risk Management Group has developed a draft measure for cohort years 1994 and 1995 of the Direct Loan portfolio. Review with the General Manager of Borrower Services is pending. OIG has been provided a write-up of the initiative related to the development of the Lifetime Default Rate (LTDR).			
			Staff has completed the exit review for the FISMA audit and will incorporate the necessary changes for DLSS to CSB.			
			The website mapping plan for the integration of all of Borrower Services websites will be completed during the week of April 5th.			
			FSA staff and the ACS Team are continuing work on phase one of the implementation plan.			
14	**BS**	*Implement plan to provide high quality customer service to the Direct Loan portfolio.*				
		4/20/2004	A detailed design plan has been developed to integrate the Direct Loan Consolidation and Servicing websites. The CSB web team is reviewing the plan. CSB web team will continue to work on the mapping plan for the Collections websites.		55%	Green
		4/5/2004	The website mapping plan for Borrower Services websites (Collections, Direct Loan Servicing, Direct Consolidation Loans) will be completed the week of April 5, 2004.		50%	Green
15	**BS**	*Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.*				
		4/20/2004	The 20% reduction in overpayments and 10% reduction in underpayments were achieved in November 23, 2003. These reductions were not sustained for the month of March. The target for overpayments for March 2004 was $2,265,585; the actual dollar amount was $2,875,926. The target for underpayments for March 2004 was $778,092; the actual dollar amount was $878,234.		50%	Yellow
			Explanation for increase in overpayments - IRS offsets was a major factor. Many of the Guaranty Agencies wait to return overpayments at mid-year. Consequently consolidation received a significant increase in the number of overpayments for the month of March compared to prior months.			
			Explanation for increase in underpayments – There was problem with University Accounting Service (USA) -- nearly 11 percent of USA Loan Verification Certifications (LVCs) were completed incorrectly for the month of March. This problem has been fixed. If we had not encountered the problem with USA we would have met the performance target.			

			Status_Date	Comments	%Complete	Status
			4/5/2004	The 20% reduction in overpayments and 10% reduction in underpayments were achieved in November 23, 2003. These reductions have continued to be sustained thru February 2004. The target for overpayments for February 2004 was $2,265,585; the actual dollar amount was $2,084,949. The target for underpayments for February 2004 was $778,092; the actual dollar amount was $676,487. Consolidation staff will continue to work to sustain the 20% reduction in overpayments and 10% reduction in underpayments each month thru September 30, 2004. The report for March underpayments and overpayments will be submitted on April 16th.	50%	Green
16	FPS	Perform National Student Loan Data System (NSLDS) maintenance and operations activities.				
			4/16/2004	NSLDS Maintenance and Operations Activities operating efficiently. Task order work is complete. A new task order for Guaranty Agency reasonability will be opened for the new contractor.	68%	Green
			4/2/2004	NSLDS Maintenance and Operations Activities operating efficiently. Task order work is complete. A new task order for Guaranty Agency reasonability will be opened for the new contractor.	64%	Green
17	FPS	Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.				
			4/16/2004	Completed.	100	Completed
			4/2/2004	The transition to the new contract is complete. Transferred documentation is under review.	99%	Green
19	FPS	Perform maintenance and operations activities for the Financial Partners Data Mart.				
			4/16/2004	Maintenance and operations activities for this week include preparing for the Forms 2000 changes that were loaded to the FP Data Mart on Thursday, 4.15.2004.	50%	Green
			4/2/2004	Maintenance and operations activities for this week include resolving Lender scorecard issues.	45%	Green
20	FPS	Perform Financial Partners Portal operations activities.				
			4/16/2004	Focus Group conference call was held. Direct Loan and FFEL school data will be deployed on Sunday, 4.18.2004.	52%	Green
			4/2/2004	Focus Group conference call is scheduled for Wednesday, 4.7.2004. Direct Loan and FFEL school data is being verified/validated.	40%	Green
21	FPS	Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.				
			4/16/2004	Processing of the FY04 Performance Reports was completed on 3.21.2004. The OMB clearance process for the next award year's application is moving into the next stage after the completion of the industry comment period on 4.14.2004, and applications for this award year are beginning to come in from the states. The bulk of the work remaining on this project will be focused on processing the grant applications and providing grant awards.	77%	Green

		4/2/2004	All states received an E-announcement on the 2004-2005 application cycle and tentative award information. Those states having compliance issues were further notified that they would have to be in compliance or regain compliance before they can receive further funding under the programs. Additionally, states currently not in the program have been sent guidance on how to regain participation. The Information Collection Request (ICR) process to clear our application form for next years award cycle has officially began with OMB on Tuesday, 3.9.2004 and is still pending approval. Progress in the process is being tracked through status emails from OMB and monthly checkpoints by FP. In addition, the notice informing States of the LEAP/SLEAP application deadline dates has been through departmental clearance and is awaiting publication in the Federal Register.	75%	Green
22	**FPS**	*Perform Voluntary Flexible Agreement (VFA) activities.*			
		4/16/2004	A draft version of the cost neutrality analysis is scheduled for circulation next week for review and comments. Negotiations continue with the VFA guarantors to supply default aversion assistance request information for use in establishing a performance measure focusing on early delinquency and default aversions. Industry outreach activities over the past two weeks have included collecting feedback on proposed changes to the FP Portal VFA content.	73%	Green
		4/2/2004	Cost neutrality recommendations for the California Student Assistance Corporation (CSAC) and American Student Assistance (ASA) are ready for CFO review. Analysis on the other two guarantors is on schedule to meet the overall 4.30.2004 delivery date for the Cost Neutrality Analysis. Performance measures and benchmarks being built into the Colorado agreement will serve as the model for modifications to existing VFA agreements to facilitate the process being piloted beginning June 2004. A draft document outlining the steps for evaluating proposed VFA's has been completed. The entire process stands at 70 business days.	65%	Green
23	**FPS**	*Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.*			
		4/16/2004	A combined meeting with FP and SEC staff will be held on Thursday, 4.22.2004 to discuss draft management proposal regarding ERM. There are several issues and recommendations that need to be prioritized and discussed in order to satisfy the needs of FP and SEC.	48%	Green
		4/2/2004	Meeting was held on Thursday, 4.1.2004 with SEC representative. It was agreed that FP and SEC would incorporate their findings/issues into a Final Management Proposal. This proposal will identify current issues and improvements needed to the ERM.	45%	Green
25	**FPS**	*Enhance program monitoring and oversight.*			
		4/16/2004	Ernst & Young has determined to execute site visits at 5 guaranty agencies. FP is contacting each agency's CFO to discuss specifics of the visit. The National Review teams continue with the programs reviews. The program review of Oklahoma Student Loan Authority was closed and liabilities were assessed/collected. A compilation report was issued. FP is conducting a conference call during the week of April 19th to discuss how to resolve previously identified miscalculations occurring in the GA and Lender scorecards. NSL staff will work with their new contractor to examine the National Student Loan Data System for vulnerabilities, including enhancements implemented in the past two years.	51%	Green

FSA No	Area	Action Item			
		Status_Date	*Comments*	*%Complete*	*Status*
		4/2/2004	Progress with audits continues. Ernst & Young is determining GA site visits. FP will coordinate visits with appropriate GAs. The National Review teams continue to make progress with the completion of reviews at the Texas Guaranteed Student Loan Corporation (TG) and ACS Education Services. The review of the Northwest Education Loan Association (NELA) in Washington is underway. Review process of third party audit findings is ongoing with follow-up being conducted with lenders as necessary.	47%	Green
26	**CFO**	*Sustain clean audit opinion and address material weaknesses and reportable conditions identified in annual financial statement audits.*			
		4/16/2004	The financial statement and IT portion of the audit has started. Site visit preparation is in full swing. CFO has prepared and turned over 25 PBC items including downloads and system narratives.	15%	Green
27	**CFO**	*Perform internal control reviews to enhance financial management.*			
		4/16/2004	The Internal Control Statement of Objectives and Independent Government Cost Estimate have been delivered to Contracts. FSA CFO staff continue to work with Contracts to prepare the Request for Proposal for competition. No change in status from last report.	19%	Green
28	**CFO**	*Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.*			
		4/16/2004	FSA Contracts has forwarded the final award recommendation to OCFO Contracts and anticipates a final award within the week.	22%	Green
29	**CFO**	*Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.*			
		4/16/2004	Reconciliation Reengineering Project: Received revised proposal from Cotton & Co., on 3-30-04 in response to issuance of revised RFP. Proposal did not fully meet FSA's requirements. Working with Contracts to determine next steps for procuring consulting services to initiate reconciliation reengineering pilot program. Continue to identify and implement quick process improvements and install/implement CheckFree. Desk Operating Procedures: Reconcilitation team lead has reviewed 2 of the 8 reconciliation procedure packages. Other: FSA-CIO installed CheckFree at the VDC on 4-12-04. Currently configuring application and establishing connection to VDC.	30%	Green
30	**CFO**	*Manage FMS operations.*			
		4/16/2004	FMS Operations continues to operate smoothly. The April 18th scheduled release is slightly behind schedule, given some issues with testing between FMS, COD and GAPS. The issues have been given high priority to resolve by April 15th.	54%	Green
31	**CIO**	*Develop and deploy Enterprise Performance Test Architecture.*			
		4/16/2004	No changes.	50%	Green

FSA No	Area	Action Item			
		Status_Date	**Comments**	**%Complete**	**Status**
		4/5/2004	Competition is proceeding on schedule.	50%	Green
32	**CIO**	*Provide Enterprise and Data Architecture management.*			
		4/5/2004	Denise completed the EA Overview to the General Accounting Office seeking progress being made in support of getting FSA off of GAO's High Risk List. GAO focused on how the maturity of FSA's Enterprise Architecture program and value of Enterprise Reporting at FSA. Denise presented samples of OMB Reference Model Enterprise Reports to which GAO remarked that they've been looking for similar types of reports. Denise concluded her report by showing how FSA's EA is made up of Business Process Models, CPIC and IT Infrastructure and that EA cannot be successful without full support and integration of Data Architecture, Data Strategy, DSG, BIG, OMB, ED, etc.	50%	Green
33	**CIO**	*Provide security and privacy support to FSA business units.*			
		4/16/2004	No changes.	50%	Green
		4/12/2004	Reviewing new NIST documentation and incorporating changes into Departmental and FSA processes, policies and procedures. Created strawman approaches for an IV&V process to officially close FISMA weaknesses identified in the POA&Ms we report to OMB. Created FSA procedures for implementing the Department's Contractor Employee Personnel Security Screening Policy. 3/26/2004 - Had off-site last Monday and Tuesday to discuss actions to support the initiative to Eliminate IT Security as a Reportable Condition. Working on creating IV&V procedures to validate security remediations and a standard way to classify systems that will be in compliance with NIST	50%	Green
		4/5/2004	Had off-site last Monday and Tuesday to discuss actions to support the initiative to Eliminate IT Security as a Reportable Condition. Working on creating IV&V procedures to validate security remediations and a standard way to classify systems that will be in compliance with NIST.	30%	Green
34	**CIO**	*Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.*			
		4/16/2004	No changes.	50%	Green
		4/5/2004	Continue providing ITA/EAI support to FSA Business Units.	50%	Green
35	**CIO**	*Support the FSA IT assets at the VDC with lines of service including, full and incremental backups, annual disaster recovery tests, disaster recovery location and services, quarterly capacity planning, annual penetration testing, test environment support, security, compliance to all appropriate FSA, ED, & Federal policies, regulations, statutes.*			
		4/5/2004	Continuing on schedule. Resresh is 80% complete.	35%	Green
36	**CIO**	*Continue Enterprise Quality Assurance Program to support the FSA CIO in conducting systems assessments and evaluations consistent with best practices for Solution Life Cycle (SLC) and Capital Planning and Investment Control (CPIC) processes.*			

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
		4/16/2004	QA Team conducting assessment on Re-Sequencing of CSB Development Schedule and its impact on IV&V support SOW and cost estimations. CSB - IV&V support plan remains on track and on schedule. IV&V award planned for week of May 3, 2004. Received delivery of Post-Implementation Review (PIR) for Financial Partners Data Mart, Release 2 and 3. QA Team is reviewing for acceptance. PIR effort for FSA Data Strategy (Initial Implementation) kicked off April 14, 2004. Acquisition for security support to COD team and IV&V support to EAI&ITA is moving forward. Task orders with vendors for review and response to RFQ	50%	Green
		4/5/2004	Transfer of funds document (Amendment 09) is with ED Budget (Larry Kean) and ED Finance (Faith Ford). QA Team expects document to be approved and obligated week of April 5. CSB (QASP) in final draft form and ready for addition to CSB - SOW. CSB IV&V support strategy on track. Post-Implementation Review for Financial Partners Data Mart, Release 2 and 3 delivered by PerotSystems. QA Team is reviewing for acceptance. Status of acquisition for security support to COD team and IV&V support to EAI&ITA remains unchanged. Procurement still bogged down in GSA/FEDSIM contracting office. FEDSIM Senior Management now energized to expedite.	50%	Green
37	**CIO**	*Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.*			
		4/16/2004	Students.gov received 46,508 visits during the week of April 4-10, 2004. In March 2004, 209,819 visitors came to students.gov - a slight decrease from February, but 170% higher than the number of visits in March 2003.	50%	Green
		4/5/2004	On March 30, the eLoans team met with SBA's agency lead and SBA and ED General Counsel representatives to resolve a few issues with the MOU. All issues have been resolved, and SBA is moving the MOU forward for signature. All other eLoans partner agencies have signed the FY04 MOU. Ketchum Communications presented its recommendations for the GovLoans outreach focus and message to the GovLoans working group on March 31, and is coordinating its planning with the GovBenefits outreach team by preparing an overall outreach plan for approval by the GovLoans team. Students.gov successfully migrated into the Websphere 5.0 production environment running on new HP servers (it had been running on Websphere 3.5 on Sun servers) and cut over to the new domain name server (DNS) without a single problem. As of March 29, 14,881 people are subscribed to Students.gov 'InfoSource', a subscription service that highlights the features of students.gov. The April edition was mailed on March 30th.	50%	Green
38	**OMBD**	*Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.*			
		4/16/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST. Ombudsman Office Overall service rating 1.71 (through 04/09/04)	54%	Green
		4/2/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST, Ombudsman Office Overall service rating 1.70 (through 3/26/04)	50%	Green
41	**CMS**	*Plan and manage FSA conferences.*			
		4/16/2004	-Spring Conference evaluations are currently being reviewed. -Preparing for NASFAA conference.	95%	Green

		4/5/2004	Spring Conference & associated workshops took place the last week of March. -Registered attendees at +1,300; Actual attendees 1,165 -There were 31 sessions offered -Sec. Paige gave keynote address -Next steps: Analyze evaluations for future conferences -Prepare for NASFAA conference	95%	Green
42	**CMS**	*Manage, develop and update content for FSANet.*			
		4/2/2004	For the month of March: New updates to FSAnet content and structure have been completed. FSA Assists (replaces Rumor Mill) goes live April 18th. WEB STATS: -Successful hits for the entire site=382,987; -Average hits per day=12,354; -Home page hits=4,171; -Average Visits=8,176; -Average visits per day=263; -Most active date=March 29th; -Most active day of the week=Monday; and -Most active hour of the day=9am-10am The top 5 sections hit on FSAnet: Home Page, IT Security Portal, Career Zone, FSA Reorg, and Rumor Mill (unavailable page) Most downloaded files: Modernization Task Orders & Deliverables.	50%	Green
43	**CMS**	*Manage controlled correspondence functions including FOIA, privacy and controlled mail.*			
		4/16/2004	Controlled Correspondence - 217 letter were handled by FSA-all are on time. FOIA cases-9 new cases, 5 closed cases and 17 open cases.	50%	Green
		4/2/2004	Controlled Mail - 208 letters were handled by FSA and all are on time. FOIA - Rec'd 9 new FOIA cases and closed out 14 cases.	50%	Green
44	**CMS**	*Develop and implement internal and external communications strategy.*			

		Status_Date	Comments	%Complete	Status
		4/16/2004	-Sus Szabo was interviewed by Federal Times relating to CSB. Article should be published next week. -FSA Weekly News to employees was sent out on time. -Weekly Report was sent to the Secretary on time. -Hot Issues List was sent to the Secretary on time. -Lobby monitor data updated with Dashboard stats of 4/12 on time. -Meeting next week with SAA to discuss FSA's marketing outreach plan. -As of Dec. 03, there have been 188 information requests, with 25 requests open and one on hold. Most recent inquiries: wants 2003 list of Direct Loan schools in California; wants default collections from 2000-2003; wants elist of DL schools by state; Top 100 Loan Holders info went to Greentree Gazette and others. -Daily newsclips went out on time except for Monday, Apr. 12. -For video with FSAU, filming is on time. Terri will be filmed on Thursday, Apr. 22. Video is on target with completion plan.	50%	Green
		4/5/2004	-VNR still running. Over 6 million viewers. -Video w/ FSAU re: new employee video ongoing. Filming was done in NYC at Spring Conference with six FAAs and two students. -Lobby monitor reflects Dashboard stats of 04/01. -March FSANow is now out. -FSA Weekly News to employees on time. -Secretary's Weekly Report on time. -Information Request Tracking - As of Dec. 03, 165 total requests, 20 open and 1 on hold. -Daily newsclips ongoing and on time. -Providing input to the Customer Service Review Board (CSRB) re: types of requests. -Supported FSA Spring Conference.	50%	Green
45	EPMS		*Mature Enterprise-wide Procurement Plan.*		
		4/16/2004	The Front End Business Initiative (FEBI) is still in the early stages of acquisition. By September 30, 2004, the process will incorporate FEBI to the stage that FEBI has achieved on that date. Discussions have begun with FEBI to determine the best way to implement performance measurement and management on FEBI. The status will remain at yellow until more definitive work has been accomplished.	70%	Green
		4/2/2004	One objective for finalizing the final draft of the Enterprise-Wide Procurement Plan (EWPP) is delayed pending the completion of SAIG and VDC market research. The SAIG market research is scheduled to be completed by the end of March, which leaves little time to incorporate the research results into the EWPP by April 1, 2004. While preliminary research has been accomplished, the main thrust of the VDC market research will not start until the end of April 2004. These two delays impact the ability to meet an internal objective of April 1, 2004. Therefore, the overall rating for project 45 is moved from Green to Yellow. ASI previously proposed in their project schedule a systems handover of the procurement planning database on March 30, 2004. A performance review of the progress completed to date indicates that ASI may not meet this deadline. The new deadline for ASI is April 15, 2004 for the senior management demonstration and May 3, 2004 for implementation on the Ed network. The Department of Education placed the requirement of putting the EWPPDb in the Technical Review Board process, resulting in a month expension for full implementation on the network. The forecast of completing project number 45 overall objective is still achievable by the plan date of September 30, 2004.	70%	Yellow

FSA No	Area	Status_Date	Comments	%Complete	Status
46	**EPMS**		*Develop acquisition workforce.*		
		4/16/2004	The acquisition workforce includes APCMG, contracting officers on detail to FSA, and the program managers serviced by APCMG. The training plan for APCMG staff has been approved and training is being scheduled. A corresponding training evaluation process has been developed to track the effectiveness, timeliness, and job application of each training event. The staff completed 11% of their overall training during March (32 days), and will have completed 26% by the end of April (74 days). By the end of April 04 the contracting officers will only be staffed at 20% of the workforce required to support contract award and administration at an acceptable level.	50%	Green
		4/2/2004	The acquisition workforce includes APCMG, contracting officers on detail to FSA, and the program managers serviced by APCMG. The training plan for APCMG staff has been approved and training is being scheduled. A corresponding training evaluation process has been developed to track the effectiveness, timeliness, and job application of each training event. The staff will complete 11% of their overall training during March (32 days), and 26% during April (74 days). By the end of March 04 the contracting officers will only be staffed at 20% of the workforce required to support contract award and administration at an acceptable level.	50%	Green
47	**EPMS**		*Implement enterprise contract performance monitoring measures against new systems contract awards.*		
		4/16/2004	The Enterprise Process is still being established. Contractor support has been engaged to identify the existing measures and processes being used on FSA contracts. Significant effort is required over the next six months to accomplish this task. At the present progress rate the task is at risk and management is in the process of evaluating a methodology for maximizing efforts to get this task on a positive path.	50%	Yellow
		4/2/2004	The Enterprise Process is still being established. Contractor support has been engaged to identify the existing measures and processes being used on FSA contracts. Significant effort is required over the next six months to accomplish this task. At the present progress rate the task is at risk and management is in the process of evaluating a methodology for maximizing efforts to get this task on a positive path.	25%	Yellow
48	**EPMS**		*Continuously update and monitor procurement internal controls.*		
		4/16/2004	While internal controls are in place establishing a baseline to assess success measures has proven difficult as FSA specific data is not easily severable from Department data. FSA has eliminated four (4) large sole source contracts to date this FY and anticipates only one extension. This result compares favorably with FY 03 in which 3 extensions were made. The existing reporting methodologies are currently being evaluated and techniques are being developed for acquiring the required data.	60%	Yellow
		4/2/2004	While internal controls are in place establishing a baseline to assess success measures has proven difficult as FSA specific data is not easily severable from Department data. FSA has eliminated four (4) large sole source contracts to date this FY and anticipates only one extension. This result compares favorably with FY 03 in which 3 extensions were made. The existing reporting methodologies are currently being evaluated and techniques are being developed for acquiring the required data.	50%	Yellow
49	**EPMS**		*Increase contract dollars awarded to small businesses.*		

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
		4/16/2004	NSLDS and EAI/TTA awards to Small Businesses reflect a net increase in dollars awarded to small business, however no baseline exists to truly measure against. The extraction of permanent data from data sources is in process so baselines can be developed for measuring performance and solutions approaches derived from data analysis and process development.	50%	Green
		4/2/2004	NSLDS and EAI/TTA awards to Small Businesses reflect a net increase in dollars awarded to small business, however no baseline exists to truly measure against. The extraction of permanent data from data sources is in process so baselines can be developed for measuring performance and solutions approaches derived from data analysis and process development.	50%	Green
50	EPMS	*Continue to implement integrated project management oversight for FSA's system integration activities.*			
		4/16/2004	Continue to roll FSA projects under PMO oversight. On schedule to add 6 projects under PMO oversight during month of April.	40%	Green
51	EPMS	*Evaluate and implement selected project management standards based on the system development methodology (Solution Life Cycle).*			
		4/16/2004	No updates since last reporting period. Status remains yellow as SLC project on hold awaiting outcome of One ED SLC project.	08%	Yellow
52	EPMS	*Restructure integration leadership support to transition the majority of responsibility to FSA staff.*			
		4/16/2004	Evaluation of proposals complete. Project team currently in process of verifying funding prior to making award. Anticipate award no later than 30 April 04.	55%	Green
53	EPMS	*Prepare and continually monitor and report on the accomplishments of the High Risk Plan.*			

		4/16/2004	General	056	Green

FSA management and staff continue to talk with GAO and provide information as requested. The oversight of school participants is still our greatest area of concern in the high-risk plan and requires continued management attention.

Financial Management
The 2004 financial statement audit entrance conference with FSA has been held. The Department's Oracle 11i implementation kickoff meeting was held, and FSA's implementation contractor is on board.

Systems Integration
Data Strategy 2.0 work group meetings continued during the reporting period: FFEL data reporting, enrollment reporting, enterprise performance analytics architecture options, common data architecture operating guidelines options, and data quality. The IPC was briefed on CSB project status, which is red due to schedule slippage and additional costs; on eCampus-Based, which is at green status due to heroic efforts by FSA's Campus-Based staff; and on NSLDS operations and maintenance, which was fully transitioned to the new contractor on 3/31/04 at considerable savings to FSA. As a result of their recent FISMA review of COD, which resulted in overall positive draft comments, OIG has raised issues related to the validity/documentation of the security certification and accreditation review of that system and all C&As. The Department strongly nonconcurs with OIG's findings and is awaiting a report from TSYS to support that position.

Program Integrity
GAO has continued a dialogue with Case Management about school oversight including such issues as the comprehensive measure of compliance and the definitions of terms used in that measure, the definition of a program review, how schools are selected for review and the frequency of reviews, plans for a technical assistance compliance measure, eCMO and its value, and plans for PEPS enhancements.

PBO Management
The draft human capital management plan was provided to GAO. FSA has been responding to GAO questions on human capital, including providing the latest status on One-Ed and the latest employee satisfaction survey results. A meeting between HR and GAO is tentatively scheduled for the week of 4/19/04. FSA's Five Year Plan has gone through Departmental clearance and will be sent to Congress on 4/19/04.

		Status_Date	Comments	%Complete	Status
		4/5/2004	**General** FSA management and staff continue to meet with GAO and provide information as requested. The oversight of school participants is still our greatest area of concern in the high-risk plan and requires continued management attention. **Financial Management** The FY 2004 financial statement audit meetings continue, with emphasis on the need to provide E&Y information, data and systems access requested to meeting a November 1 deadline. The IPC was briefed on FSA's Oracle 11i implementation approach. Requirments gathering sessions are ongoing in FSA. An important part of the risk mitigation strategy will be a proof of concept of the one-system strategy to ensure that it has the capacity to more than adequately support FSA's processing volume. The project's overall score is yellow because FSA's costs have not been clearly allocated, the risks have yet to be detailed under the Department's recently awarded project management contract, and the final award of FSA's task order for upgrade support has not been made but is now in process in Contracts. The Statement of Objectives and Government Cost Estimate for internal control reviews of FSA's financial systems have been delivered to Contracts and work continues on the Request for Proposal. **Systems Integration** Regular work group meetings occurred during the reporting period in several Data Strategy 2.0 areas: FFEL Data Flows, Student Enrollment Data Flows, Common Data Architecture Operating Guidelines Options Analysis, and Enterprise Analytics Architecture Options Analysis. The final FEBI Phase 1 RFP containing origination and disbursement requirements was released 3/26/04. FSA's Enterprise Architect completed EA overview discussions with GAO. **Program Integrity** An April 1 alert memorandum from OIG about FSA audits on administrative stay is cause for some concern, although the findings should not be sufficient to affect GAO's high-risk decision. Nonetheless, timely management decisions on audit recommendations are critical to program integrity, as is appropriate use of administrative stays. FSA received OMB clearance for ezAudit for 6 months and continues to register schools and process submissions. FSA is on track to meet our default recovery goal of 9.5%. The spring conference included program integrity sessions on such topics as reconciliation of program funds, verification requirements, default aversion initiatives and techniques for reducing delinquency. **PBO Management** CFO has responded to GAO's questions regarding the ABC model. Award of a contract to finalize the 2002 and 2003 cost accounting models and develop baseline 2002 unit costs is expected this month. A Human Capital Management Plan status report is being prepared and should be provided to GAO by 4/7/04. When Congress returns from their Easter break, FSA will sent the five-year plan to them as well as the higher education community for comment.	50%	Green
54	**AWSS**	*Deliver workforce development and support programs.*			
		4/2/2004	Three out of the four milestones for this project are 50% complete or more. Will continue to provide superior services and support programs to the FSA workforce.	55%	Green

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
55	**AWSS**	*Perform facilities management activities.*			
		4/2/2004	Three out of the four milestones have now been completed. Success measures have been met and we are continuing to work on records management and transit and parking issues to improve the working environment of FSA employees.	90%	Green
56	**CFO**	*Review Credit Reform estimates.*			
		4/16/2004	Participants in the subgroups of the Credit Reform Work Group (CRWG) presented their March 31 draft deliverables, and their recent progress and status, to the principals of the CRWG. The principals expressed general satisfaction with the progress to-date of the subgroups tasked with implementing the CAP. The subgroups will continue to coordinate with FSA business owners.	15%	Green
58	**CFO**	*Support the implementation of Oracle Federal Financials Release 11i.*			
		4/16/2004	The FSA 11i support contract has been awarded and contractors have just started arriving. They have been immediately tasked to begin absorbing Oracle 11i upgrade background documentation and prepare to take over many of the requirement collection activities. An Oracle 11i upgrade requirements matrix has been drafted. The Oracle 11i team is now consolidting requirements and planning additional meetings to begin validating the requirements that have been captured. The Department held the Oracle 11i team kickoff meeting on April 14th. The meeting successfully met its goals of collaboratively defining a team mission, "rules of the road", risk and risk mitigation factors, and critical success factors and success metrics. The Department-wide IV&V contract has been awarded to eSource. The Integration contracts is still awaiting final award, anticipated in the next week.	47%	Green
59	**CFO**	*Implement automated budget funding entry solution.*			
		4/16/2004	The EDCAPS task order for this initiative has been awarded and initial meetings with users have begun. Consolidated status reporting will commence once the FMS task order has been awarded. The FMS proposal has been accepted and we are still waiting final award by Contracts. Meanwhile, FSA, Budget Service and OCFO staff are working with the EDCAPS contractor drafting the analysis document of the current process flow and determining the requirements for the envisioned automated process. The only developing risk is the schedule risk created by the FMS award continuing to be delayed while the EDCAPS contractor has begun work.	28%	Green
60	**CFO**	*Implement Forms 2000 additional enhancements.*			
		4/16/2004	Production migration has occurred; final verification of a successful migration is in progress. Possible issues relating to reporting and data conversion are being researched.	98%	Green

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
61	**CIO**	*Implement Enterprise Data Strategy initiatives.*			
		4/6/2004	Deliverable 152.1.7 - XML Core Component Dictionary Release 2.0 was delivered on time to FSA. We are currently reviewing the deliverable. Will begin implementation of the Prioritization Phase of the Data Quality Methodology by prioritizing the remaining Mad Dog issues and assigning them for assessment.	28%	Green
62	**BS**	*Begin the implementation of Common Services for Borrowers (CSB).*			
		4/20/2004	This project is reported on at the milestone level	25%	Green
		4/5/2004	Reports for this item are included in the milestones.	25%	Green
63	**ADS**	*Improve school partner oversight.*			
		4/16/2004	Milestone 63.2 completed. Continued progress on remaining milestones 63.1, 63.6, and 63.8. See milestones for details.	54%	Green
		4/2/2004	Progress continues on remaining milestones 63.1, 63.2, 63.6, and 63.8. See milestones for details.	50%	Green
65	**ADS**	*Create a target state vision of a Front End Business Integration (FEBI).*			
		4/2/2004	Front End Business Integration (FEBI) Phase 1 solicitation posted on FedBizOpps (www.fedbizopps.gov) and FEBI web site (www.febi.ed.gov) on 03/25/04. Phase 1 source selection panel identified and the kickoff meeting was held on 03/27/04. Project overview was presented at the FSA Software Developers Conference on 03/31/04. FEBI pre bidders conference will be held on 04/06/04.	50%	Green
66	**FPS**	*Re-engineer NSLDS (Pending Data Strategy Outcome).*			
		4/16/2004	This project cannot begin as it is dependent upon the outcome of the data strategy project. FP will begin reporting on this project once the data strategy is determined.	00%	Green
67	**ADS**	*Prepare to implement IRS data match.*			
		4/16/2004	On 3/30/04, members of the IRS Match workgroup presented an IRS Match general session at ED's Spring Conference in New York City. In addition, the IRS Match Workgroup is finalizing its work on identifying five possible IRS match implementation approaches and will be presenting our findings to the Management Council in late April or early May 2004. Work on developing a plan for conducting an IRS demonstration pilot in the first year(s) of implementation began on April 16, 2004.	76%	Green
		4/2/2004	On Friday, March 19, 2004, members of the IRS Match workgroup previewed to the Management Council the IRS Match general session that will be presented at the Spring Conference in New York City. In addition, the IRS Workgroup has identified six key steps in implementing an IRS match and developed five possible implementation approaches. As a follow up to the presentation on 3/19/04, the workgroup plans to present this information to the Management Council in April 2004.	75%	Green

FSA No	Area	Action Item			%Complete	Status
		Status_Date	**Comments**			
68	**AWSS**	*Continue Learning Coupon program.*				
		4/2/2004	As of 3/31/04, 114 coupons have been processed (23% of goal of 45% of FSA employees) and $43,836 obligated (21.6% of goal of 90% of funds budgeted.) Still waiting on VDC to roll out new database first weekend in April.		20%	Green
69	**AWSS**	*Provide Career Zone services.*				
		4/2/2004	The Career Zone has offered a total of 25 workshops with over 200 staff attending courses from October 2003 to March 2004. Evaluations of the Career Zone offerings indicate an average 4.35 on a 5 point scale with 5 being outstanding and 1 being poor. The Career Management component has provided 17 out of the 25 workshops, and average an exceptional 4.71 on a 5 point scale. Staff evaluated the 1-on-1 Career Management Counseling service as 4.1 on a 5 point scale. Thus far, the Career Zone has established a Career Management database with 75 new clients. During the Career Zone's first full month of operations in March, 138 staff utilized the developmental services. The library continues to be an important asset to the growth and visibility of the Career Zone. The number of visits to the library has more than doubled since introduction in February. The Skill Scan Assessment tool was introduced in March and received outstanding feedback from staff. The addition of the Brown Bag Book Club has generated enthusiasm from participants and provides the Career Zone staff the opportunity to engage FSA staff in conversations regarding career management. On the horizon, in April the Career Zone will introduce a Brown Bag Video workshop, Keys to Reaching Your Full Potential, and will expand our assessment tools.		75%	Green
70	**ADS**	*Increase Student Financial Aid program awareness.*				
		4/16/2004	The two milestones associated with this project (70.1 & 70.2) are now rolled into the Front End Business Integration (FEBI) Small Business Initiative. This Initiative will result in a contract award for a marketing and outreach provider by 9/30/04.		25%	Green
		4/2/2004	Student Aid Awareness (SAA) has received DSG and IPC approval to move forward with four major iniatives: 1) Contract for the development of performance metrics for aid awareness strategies; 2) Contract for assistance with the establishment of the National Consortium for national coverage; 3) Media contract for the first year of a new one-year base plus four option years for radio and web services to implement FSA's long-term communications strategy; 4) Pilot program that places ads promoting FSA programs in national Native American periodicals. In addition, SAA is developing plans to conduct market research to determine industry best practices.		25%	Green
71	**ADS**	*Reengineer EDExpress.*				
		4/16/2004	The Return to Title IV Funds on the Web product is still open. We are in the process of completing a System of Records Notice (SORN) that will postpone the release of the software to the Web until mid-July.In addition, several new requirements have been identified that may be required to make the software in compliance with guidance given since the PC software was released. The contractor is assessing these requirements, and a new testing schedule will be provided if a decision is made to implement these new requirements. The PRR will be scheduled once this decision is made.		95%	Yellow

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
		4/2/2004	Acceptance testing for Return to Title IV Funds began on March 15, 2004. While testing on the Customer Requirements Allocation Document (CRAD) is on schedule, we are in the process of completing a System of Records Notice that will postpone the release of the software to the Web until late June or early July.The PRR for Return to Title IV on the Web was tentatively scheduled for late March or early April with the software being pushed to the web site by mid-April. The software (PRR) should be on schedule. The actual posting will be delayed.	95%	Yellow
73	**CIO**	*Develop FSA Security and Privacy Architecture Pilot.*			
		4/16/2004	No change.	65%	Green
		4/12/2004	Identified products for Identity and Access Management. Working with CSC, FSA Operations, and IBM to implement a proof of concept	65%	Green
		4/5/2004	Received and accepted accenture deliverable 143.1.2, identifying pros and cons for vendor selection	65%	Green
74	**AWSS**	*Implement Leadership Excellence development training.*			
		4/5/2004	No report available. The Leadership Advisory Group (LEAG) has formed and met 8 times. We have developed a strategy for manager/leader development at FSA that can be integrated into our Human Capital Plan. It includes the concept and rules for the Leadership Fund. We are presenting the strategy to the Management Council for approval on March 19. We are also seeking to procure a workshop in May on a 360 assessment tool.	10%	Yellow

FSA Milestone Status Report

1 **ADS** *Implement student aid awareness initiatives.*

1.1 Leverage partnership activities to disseminate FSA information.

Status Date	Comments	%Complete	Status
4/16/2004	SAA participated in six continuing partnership activities - March 30 distributed information at the Boston National Scholarship Service college fair. March 31 distributed information at the New Haven college fair. April 1-2 provided information and distributed materials to students, parents, teachers and counselors at the Prince Georges's County Public Schools Counselor College Fair. April 3 coordinated efforts with Barrower Services to provide information and materials to middle and high students and parents attending Ebenezer AME Church 's Youth Career Day. April 13 hosted a meeting with HUD, Council of Opportunity in Education, the National Council on Community and Education Partnerships and the National College Access Network to facilitate networking and leveraging of resources between partners to increase dissemination of college access and financial aid information. April 14-17 conduct workshop on federal student aid and loan default as part of the "Project Management Training for New TRIOProgram Directors.	100%	Green
4/16/2004	SAA participated in six continuing partnership activities - March 30 distributed information at the Boston National Scholarship Service college fair. March 31 distributed information at the New Haven college fair. April 1-2 provided information and distributed materials to students, parents, teachers and counselors at the Prince Georges's County Public Schools Counselor College Fair. April 3 coordinated efforts with Barrower Services to provide information and materials to middle and high students and parents attending Ebenezer AME Church 's Youth Career Day. April 13 hosted a meeting with HUD, Council of Opportunity in Education, the National Council on Community and Education Partnerships and the National College Access Network to facilitate networking and leveraging of resources between partners to increase dissemination of college access and financial aid information. April 14-17 conduct workshop on federal student aid and loan default as part of the "Project Management Training for New TRIO Program Directors.	100%	Complete
4/2/2004	SAA participated in 9 continuing partnership activities - March 19 &20 discussed federal financial aid during the 5th Feria Educativa held at the University of New Mexico in Albuquerque. March 19 participated in the Ronald E. McNair Post-Baccalaureate Achievement Program Conference panel discussion on using Student Aid on the Web to find funding for graduate school. March 21 participated in the 24th Annual Policy Seminar held by the Financial Aid Subcommittee of the Council for Opportunity in Education; discussed/exchanged ideas about the best ways to simplify, integrate, and deliver services to diverse populations. March 31 participated in the second HUD Neighborhood Networks Regional Technical Assistance Workshops in Phoenix, Arizona. March 24 (White Plains, NY) , 26 (NYC), 30 (Boston), and 31 (New Haven, CT.) disseminated information at the National Scholarship Service College Fairs. March 28 participated in the Memphis, TN. NACAC College Fair.	100%	Complete

1.2 Publish accurate and timely information that meets the needs of our audience.

	Status Date	Comments	%Complete	Status
	4/16/2004	Continuing work on the development schedule for the 2005-06 versions of our publications (including The Student Guide, Funding Your Education, and the High School Counselor's Handbook. The schedule will depend on the results of usability studies that we are preparing to conduct.We are proceeding with the Guide and Funding as is, pending usability studies. Under discussions with GPO re design work for these publications.	11 %	Green
	4/2/2004	Continuing work on the development schedule for the 2005-06 versions of our publications (including The Student Guide, Funding Your Education, and the High School Counselor's Handbook. The schedule will depend on the results of usability studies that we are preparing to conduct. We are proceeding with the Guide and Funding as is, pending usability studies. GPO will be contacted to discuss design work for these publications.	10 %	Green

1.3   Disseminate information directly to target audience.

	Status Date	Comments	%Complete	Status
	4/16/2004	Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 4/14/04, SAA has provided federal student aid information and distributed materials to approximately 62,169 persons as follows:March 31-April 2, 2004 HUD NN RTAW 75April 3, 2004 AME Church YPD 75	58 %	Green
	4/2/2004	Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 4/2/04, SAA has provided federal student aid information and distributed materials to approximately 62,019 persons as follows: March 19, 2004 McNair Conference 300 March 19-20, 2004 Feria Education College Fair 1,600 March 21, 2004 Financial Aid Subcommittee 25 March 24, 2004 White Plains, NY College Fair 900 March 26, 2004 New York, NY College Fair 450 March 28, 2004 Memphis, TN College Fair 500 March 30, 2004 Boston, MA College Fair 500 March 31, 2004 New Haven, CT College Fair 700 April 1-2, 2004 Prince George's County College Fair 1,000	60 %	Green

1.4   Respond accurately and timely to requests.

	Status Date	Comments	%Complete	Status
	4/16/2004	For the period 3/15/04 –3/26/04, the Editorial Services Contract responded to the following correspondence: 97 controls--- (101 prior period)--------------turnaround (3 days) = 100%; 6,600 non-controls--- (3,944 prior period)--------turnaround (2 days)=15%2,413 e-mails--- (2,400 prior period)-----------turnaround (2 days)=100%* The temporary anomaly that more than quadrupled the non-control mail received at ESC over the past few months will soon cease. The priority service given to control mail and emails has steadily been maintained.	99 %	Green

4/2/2004	For the period 3/15/04 –3/26/04, the Editorial Services Contract responded to the following correspondence:	99 %	Green

101 controls--- (56 prior period)--------------turnaround (3 days)=99%
3,944 non-controls--- (2,839 prior period) —turnaround (2 days)=4%
2,400 e-mails--- (2,090 prior period)----------turnaround (2 days)=100%

* The temporary anomaly that more than quadrupled the non-control mail received at ESC over the past few months will soon cease. The priority service given to control mail and emails has steadily been maintained.

1.5   Reach customers through Student Aid on the Web.

4/16/2004	Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (03-28- to 04-10-04) are 787,281 and 13,617,461 respectively. During the same period last fiscal year we had 235,120 visits and 7,821,925 hits. This represents FY04 increases of 234.8% for visits and 74.1% for hits over FY03. MyFSA, the Student Aid on the Web feature that allows students and parents to establish their own personal password protected accounts for use as they move through the financial aid life cycle has recorded 28,426 new accounts for the FY04 year to date. Information entered in their personal profiles can be saved and used to electronically pre-populate much of the FAFSA application and make application for admission to college. The MyFSA feature was not available last fiscal year.	100%	Complete

4/2/2004	Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (03-14- to 03-27-04) are 810,188 and 13,288,140 respectively. During the same period last fiscal year we had 216,609 visits and 7,060,439 hits. This represents FY04 increases of 274% for visits and 88.2% for hits over FY03. MyFSA, the Student Aid on the Web feature that offers students and their families a single source of free information on choosing a career, selecting a college and identifying resources to pay for higher education, has recorded 26,728 new accounts for the FY04 year to date. The MyFSA feature was not available last fiscal year.	100%	Complete

2   **ADS**   *Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).*

2.1   Monitor customer feedback to improve services.

4/16/2004	(1) IFAP Subscription Service - Is up to 4,720 users as of the end of March 2004. That is an increase of 203 users during the month of March, or an increase of 580 users since the beginning of the fiscal year.	54 %	Green

(2) Assisting the EZ Audit Staff - We have developed a training and transition plan for the CSCC staff to be able to handle all the Tier 1 EZ Audit inquiries. We should be starting training and shadowing the current EZ audit CSRs within the next 2 weeks.

(3) Replace IFAP Search Engine - Work continues on replacement.

New Information

FSA Tech Listserv - 13% increase from 2,426 in September 2003 to 2,731 in April 2004.

| | | | 4/2/2004 | CCSC continues to make progress in 3 areas identified for improvement: | | | | 50 % | Green |

(1) Promoting IFAP Subscription Service -- Our March numbers for the volume of IFAP Subscribers will not be known for a few more days, but we expect another increase due to enrollments at the Spring Conference. Since we last reported, we also added a link to the IFAP Subscription mailing list on our IFAP home page, which may also cause a slight increase in our numbers.

(2) Assisting the EZ Audit Staff -- Our new, simplified Lotus Notes system has been implemented. We have also updated our Automated Call Distribution greeting for our toll-free service to include an option for the EZ Audit Staff.

(3) Replace IFAP Search Engine -- The time frame was moved from prior to the Spring Conference to sometime after. OCIO is in the process of reinstalling the Google appliance correctly at the VDC.

CCSC has identified two new areas for improvement:

(4) We have begun to post COD's Friday Processing Updates to IFAP in order for them to go out on our Saturday night subscription service.

(5) FSA's Default Management Website has been moved into the IFAP family of websites and has been updated to contain FSA's new website look and feel. Default Management has updated its Website to incorporate more user-friendly features and expanded content and is designed to provide the most frequently requested data and information for a variety of website visitors in an organized and common-sense way.

4	ADS	*Provide EDExpress application modules.*

| | | *4.2* | Release Common Origination & Disbursement module. | | | | | |

| | | | 4/16/2004 | The PRR for the 2004 2005 EDExpress Release 2.0, which includes Pell and Direct Loan modules was held on March 26, 2004. The software was posted on April 5, 2004. With this posting the project is complete. | | | | 100% | Complete |

| | | | 4/2/2004 | The PRR for the 2004 2005 EDExpress Release 2.0, which includes Pell and Direct Loan modules was held on March 26, 2004. The software will be posted on April 5, 2004. With this posting the project will be complete. | | | | 99 % | Yellow |

5	ADS	*Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.*

| | | *5.2* | Issue COD SOO. | | | | | |

| | | | 4/16/2004 | FEBI Phase 1 proposals received by the 4/15/2004 deadline are being reviewed. Phase 1 downselect decision will be made by 5/6/2004. | | | | 73 % | Green |

| | | | 4/2/2004 | Final FEBI Phase 1 RFP containing Origination and Disbursement requirements was released on March 26, 2004. Proposals are do by April 15, 2004. | | | | 67 % | Green |

FSA No	Area	Milestone#	Action Item / Status Date	Comments	%Complete	Status
6	ADS		Administer Campus-Based (eCB) activities.			
		6.4	Issue final awards to schools.			
			4/2/2004	Final awards were issued to schools on 3/23/2004.	100%	Complete
		6.5	Issue FISAP software release.			
			4/16/2004	Testing continues on track. FISAP software to be released week of 6/21/2004.	73 %	Green
			4/2/2004	New software testing continues on track.	67 %	Green
8	ADS		Expand eZAudit initiative.			
		8.1	Be Prepared for Contract Award.			
			4/16/2004	Another enhancement release is scheduled for May 23. This release will improve school group tracking, address interface issues between PEPS and eZaudit to improve data quality, and speed case team processing.	53 %	Green
			4/2/2004	FSA has received OMB forms clearance for e-Zaudit for 6-months, through 9-30-04. In addition, OMB has indicated that they will approve a 3-year clearance upon receipt of our forms clearance package. Enhancements were implemented for A-133 schools.	50 %	Green
		8.2	Complete first full cycle of processing (all school types).			
			4/16/2004	eZaudit has successfully processed 1,081 annual submissions from schools.	30 %	Yellow
			4/2/2004	As of 4-1-04, we have rec'd 1860 annual submissions, of which 1360 have passed the QC screening, or a 73% acceptance rate.	20 %	Yellow
		8.3	Improve audit review component of our compliance activities by increasing the e-submission rate to 95%.			
			4/16/2004	As of 4-11-04, 2521 schools have registered, including 10 foreign schools. Registrations come in daily.	50 %	Green
			4/2/2004	As of 4-1-04, 2391 of 5660 schools have registered, which is 42% of all schools.	42 %	Green

9	ADS	*Enhance program monitoring and oversight.*				

9.1   Meet or exceed audit resolution rate of 95% by the end of the fiscal year.

			4/16/2004	For the biweekly period 3-29-04 to 4-11-04, 90% of the audits were resolved on time. Cumulative since 10-01-03, 95% of the audits were resolved on time. The biweekly % has increased from the previous reporting period, but is still below the 95% goal. The decrease was due to a recent policy position from OGC on processing paper audits. OGC stated that FSA could not reject paper audits from any institution if that is all they choose to submit, even if eZ-Audit is a regulatory requirement. FSA still is receiving some audits in paper and we are working with schools to get all schools to submit their audits through eZ-Audit as the current regulation requires. FSA is working on the second backlog of paper audits. The cumulative resolution process itself is still within an acceptable timeframe. We are working diligently to stabilize and increase the efficiency of eZaudit.	50 %	Yellow
			4/2/2004	For the biweekly period 3-15-04 to 3-28-04, 88% of the audits were resolved on time. Cumulative since 10-01-03, 95% of the audits were resolved on time. The biweekly % has increased from the previous reporting period, but is still below the 95% goal. The decrease was due to a recent policy position from OGC on processing paper audits. OGC stated that FSA could not reject paper audits from any institution if that is all they choose to submit, even if eZ-Audit is a regulatory requirement. FSA still is receiving some audits in paper and we are working with schools to get all schools to submit their audits through eZ-Audit as the current regulation requires. FSA is working on the second backlog of paper audits. The cumulative resolution process itself is still within an acceptable timeframe. We are working diligently to stabilize and increase the efficiency of eZaudit.	47 %	Yellow

9.2   Continue to measure school monitoring to assess overall compliance trends.

			4/16/2004	2nd qtr compliance measure to be produced by Apr 30. On 4-9, sent request to Case Teams requesting names for work group to prepare training plan for 7 risk areas identified for action. Training for Teams is planned for June/July 2004.	30 %	Green
			4/16/2004	Financial Partner Eligibility and Oversight As-Is Flow Documentation and High-Level Requirements were completed and accepted by COR/PMO (Debbie Bairdane) on 4/5/2004.	100%	Complete
			4/2/2004	We will request a data extract for the second quarter and prepare compliance measure. We are continuing our analysis of potential areas of non-compliance. We will append IAM data as add'l info for the Teams. The Administrative Actions & Appeals Division has received 27 referrals for administrative action and initiated 13 debarments from 10-01-03 through 3-31-04.	30 %	Green

9.3   Conduct School Relations initiatives.

| | | | 4/12/2004 | The projects of the Account Managers are always ongoing. Our focus with our schools have not changed. We will continue to work with them as usual. | 60 % | Green |

We continue to work with the disbursement to ratio list that is given by DLOPS and work with COD customer service to lower the school balances. This portion of the work is always ongoing with changing both the number of schools and the dollar amount every week.

9.5   Administer the Quality Assurance program.

| | | | 4/13/2004 | Work for both Phase 1 and Phase 2 of the ISIR Analysis Tool continues and remains on schedule for delivery in June 2004 and October 2004, respectively. | 65 % | Green |

9.6   Conduct vulnerability assessment.

| | | | 4/16/2004 | Prepared for May 2004 kick off for studies. | 20 % | Green |

| | | | 4/2/2004 | All interim work continues on track. | 20 % | Green |

| 10 | **ADS** | *Produce school publications and materials.* |

10.1   Annually update and disseminate the Federal Student Aid Handbook.

| | | | 4/14/2004 | Based on past turnaround times, we made the reasonable projection that we would be able to post Volume 3 to IFAP before the Spring Conference, but now the Conference has come and gone by a few weeks and it isn't quite there yet. | 55 % | Yellow |

| | | | 4/5/2004 | The percentage has slipped because it was overestimated the previous run. | 55 % | Green |

Application / Verification Guide - Posted on IFAP, text sent to GPO for printing.
Volume 2: School Eligibility and Operations - Posted on IFAP, text sent to GPO for printing.
Volume 1: Student Eligibility - incorporating final comments from PLI and OPE
Volume 3: Calculating Awards and Packaging - circulated for FSA review, still waiting for comments from OPE and PLI
Volume 4: Processing Aid & Managing FSA Funds - circulated for FSA review, still waiting for comments from OPE and P
Volume 5: Overawards, Overpayments, and Withdrawal Calculations - in development
Volume 6: Campus-Based Programs - circulated for FSA review, still waiting for comments from OPE and PLI

10.2   Update and disseminate Direct Loan Program publications such as the Entrance and Exit Counseling Guides and promissory notes.

			Status Date	Comments	%Complete	Status
			4/16/2004	Exit Counseling Guides have been delivered and are currently being shipped to schools as orders are received.	54 %	Green

The Entrance Counseling Guide printing contract was awarded on 4/15/2004. The requested delivery date for the 1.5 million copies is 4/30/2004.

The Direct Loan Basics and Direct Loan PLUS Basics brochures have been revised and are out for review. Once the text is finalized, the brochures will be designed "in-house" and then go out for print. We plan to have both brochures printed by June 2004.

Currently, there are 16 back-ordered requests for publications or documents at the warehouse. All of these are for the Direct Loan PLUS Basics brochure (see above).

| | | | 4/2/2004 | Exit Guides arrived at the warehouse and orders are being fulfilled. The Direct Loan Bulletin announcing the guides went out on March 22, 2004. | 50 % | Green |

The Entrance Counseling Guide will be submitted for a print bid next week. The design specifications require an April 30, 2004 delivery date, and we will start distributing the guides to the schools shortly thereafter. A Direct Loan Bulletin will be prepared to announce the details once we have a print contract in place and the delivery dates confirmed.

The DL Basics and DL PLUS Basics brochures are now in draft form and will be circulated for technical review next week. We are hoping to have these brochures printed in the next month or so.

There are only eight back-ordered requests for publications or documents at the warehouse, and they are for the DL PLUS Basics brochure.

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13   **BS**   *Enhance program monitoring and oversight.*

13.1   Default Recovery Rate on FSA-held portfolio 9.5% or more by the end of the fiscal year.

| | | | 4/20/2004 | Total non-consolidation loan recoveries were $808.9 million, an increase of 28 percent over the same period, April 9, 2003, last year. This represents 5.08 percent of the FY04 portfolio balance. | 60 % | Green |
| | | | 4/5/2004 | Non-consolidated totals reached record totals for the month and year-to-date. Total non-consolidation loan recoveries were $781.9 million, an increase of 34 percent over the same period, March 31, 2003, last year. | 57 % | Green |

13.2   Update FSA-wide risk management and default prevention inventory.

| | | | 4/20/2004 | A meeting of the Default Management Default Workgroup is scheduled for Friday April 23. We have selected two individuals from the Portfolio Risk Management Group as point people for this effort. | 20 % | Green |
| | | | 4/5/2004 | A meeting of the Default Management Workgroup will be scheduled for the week of April 12. At that time we will provide a status update and decide on next steps. | 20 % | Green |

13.3 Complete the work on the implementation of the life-time default rate measure.

4/20/2004 Years 1994, 1995, 1996 for summary LTDR have been updated as of 3/31/04. The Risk Management Group also has detailed the data by school type. Results will be presented to Management Council on Friday, April 23. **40 %** Green

4/5/2004 The Risk Management Group has developed a draft measure for cohort years 1994 and 1995 of the Direct Loan portfolio. Review with the General Manager of Borrower Services is pending. OIG has been provided a write-up of the initiative related to the development of the Lifetime Default Rate (LTDR). **35 %** Green

13.4 Identify new and enhance current delinquency/default prevention tools for the Direct Loan Program.

4/20/2004 Increase Cure Rate – The success measure for this item is to increase the cure rate on 181-360 days delinquent non-consolidation Direct Loan portfolio by 1% over the FY 2003 baseline by September 2004. The goal was achieved in January 2004. The goal for FY 2004 is 55.1%. The actual rate for March 2004 was 58.7%. Direct Loan Servicing staff will work to continue to achieve this goal each month thru September 30, 2004. **60 %** Green

4/5/2004 The Risk Management Group has a developed a draft measure for cohort years 1994 and 1995 for the Direct Loan portfolio. Review with the General Manager of Borrower Services is pending. OIG has been provided a write-up of the initiative related to the development of the Lifetime Default Rate (LTDR). **35 %** Green

4/5/2004 Thie cure rate for defaualted loans is reported monthly. The next report for this item will be submitted April 16. **50 %** Green

13.5 Conduct vulnerability assessment.

4/20/2004 The final documentation for the FISMA Scans was completed by the contractor. The auditors now have all the data they require for the FISMA audit. **50 %** Green

4/5/2004 Staff has completed the exit review for the FISMA audit and will incorporate the necessary changes for DLSS to CSB. **50 %** Green

16 **FPS** *Perform National Student Loan Data System (NSLDS) maintenance and operations activities.*

16.1 Perform cohort default rate calculations, send, and post.

4/16/2004 The next rate calculation is scheduled for Saturday, 7.31.2004, for the official cohort default rates. **50 %** Green

4/2/2004 The next rate calculation is scheduled for Saturday, 7.31.2004, for the official cohort default rates. **50 %** Green

16.2	Prepare guaranty agency fee calculations and send. Review Forms 2000 reasonability data against summarized NSLDS data.			
	4/16/2004	The next LPIF calculation is scheduled for Saturday, 5.15.2004.	45 %	Green
	4/2/2004	The next LPIF calculation is scheduled for Saturday, 5.15.2004.	45 %	Green
16.3	Review, evaluate, and prepare guaranty agency NSLDS data integrity improvements reports and benchmarks.			
	4/16/2004	The March benchmark reports were reviewed and distributed. The edit passage rates for the Guaranty agencies remain high, with a 99.06% passage rate.	50 %	Green
	4/2/2004	The February benchmark reports were reviewed and distributed. The edit passage rates for the Guaranty agencies remain high, with a 98.86% passage rate.	45 %	Green
16.5	Participate in the formulation of school cohort default rate initiatives.			
	4/16/2004	Completed.	100%	Complete
	4/2/2004	The final documentation included the detail design document and updated NSLDS program specifications. Completion date of programming was Friday, 2.13.2004 and completion of documentation was Wednesday, 3.24.2004.	100%	Complete
16.6	Provide monitoring functionality of GA and lender reasonability on a monthly basis.			
	4/16/2004	On Wednesday, 4.14.2004, the IPC approved extending the timeframe of this project to 9.30.2004. NSLDS is working with the new contractor on high-level requirements. NSLDS is preparing a business case to present to the DSG this month. Work on this project should begin by the end of April.	50 %	Green
	4/2/2004	Currently the NSLDS staff is working on putting together a business case for the remainder of the work for this project. NSLDS is also working on obtaining a cost estimate from the contractor. A request to modify the Scheduled Completion Date will be submitted to the Investment Planning Committee. The revised Scheduled Completion Date is 9.30.2004. The Success Measures should be revised to read: "Provide monitoring functionality of GA and lender reasonability on a monthly basis upon implementation of reporting process."	50 %	Green

17	**FPS**	*Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.*	
		17.2	Monitor and manage transition to new contractor.

			4/16/2004	Completed.	100%	Complete
			4/2/2004	The contract was successfully transitioned on Wednesday 3.31.2004. The NSLDS team is currently reviewing all documentation and plans to close this item out in the next reporting period.	100%	Complete

19 **FPS** *Perform maintenance and operations activities for the Financial Partners Data Mart.*

19.1 Provide a quarterly status report on ways to improve effectiveness and efficiency of Data Mart review process.

			4/16/2004	Based on a meeting held the week of April 12th, changes regarding the existing Lender Scorecard were identified and submitted to the contractor for resolution.	50 %	Green
			4/2/2004	An Enhancement/Improvement Report has been developed. This report will be used to gather new requirements at a high level. Report submitted.	45 %	Green

19.2 Quarterly evaluation of use and value added to the guaranty agency and lender review processes.

			4/16/2004	A meeting is scheduled with Financial Partners users to evaluate the effectiveness and efficiency of the Guaranty Agency's scorecard.	45 %	Green
			4/2/2004	The design and implementation of a consolidated lender scorecard is dependent on necessary changes to the existing lender scorecard. Lender scorecard changes are currently being determined. Quarterly Report submitted.	40 %	Green

19.3 Monitor Data Mart feeds in order to provide accurate, concise and timely data to users.

			4/16/2004	Gathering data to determine what fields will be used to QC data received from PEPS, NSLDS and LAR's systems. Monthly QC report for March has been submitted, no discrepancy was found between FMS data and data loaded to the FP Data Mart.	55 %	Green
			4/2/2004	While verifying and validating data received from FMS it was discovered that FMS did not run their script against the most recent data. This issue has been resolved. Monthly QC (Validation/Verification) report submitted.	50 %	Green

20 **FPS** *Perform Financial Partners Portal operations activities.*

20.1 Monitor and evaluate web page hits to drive future postings to portal.

			4/16/2004	The Portal team continues to monitor the hits/visitors for the month of April.	55 %	Green

			4/2/2004	Results of the first three months top visits/download files have been submitted. NSLDS and Interest/T-bill pages have the most activity for the first three months. Will continue to monitor the Portal activity.	45 %	Green
		20.2		Maintain current and relevant information to financial partners' user community.		
			4/16/2004	Deployment of the Financial Partners User Community update has changed. The new date is Sunday, 4.18.2004.	55 %	Green
			4/2/2004	Continue verifying and validating Direct Loan and FFEL school data. After data is validated a deployment date will be schedule. Content Management Matrix report submitted.	40 %	Green
		20.3		Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal.		
			4/16/2004	The Focus Group conference call was held on Wednesday, 4.7.2004. The team is developing an action plan that will list all of the recommendations. This plan should be completed by Monday, 4.19.2004.	45 %	Green
			4/2/2004	The Focus Group conference call is scheduled for Wednesday, 4.7.2004. Agenda items include: updates on recent changes to the Portal, Calendar feature, What's New section, Current Activities, open discussion on what works and what doesn't, and recommendations for changes.	35 %	Green
21	**FPS**	*Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.*				
		21.1		Review, evaluate, reconcile, and prepare performance reports.		
			4/16/2004	Completed.	100%	Complete
			4/2/2004	On Wednesday, 3.24.2004, the States were sent an E-announcement informing them of the upcoming award year application cycle and tentative awarding information. For the States that remain in non-compliance, an additional notification was sent informing them of the impact that continued non-compliance would have on their future tentative awards. To be eligible for awards, States must be in compliance or regain compliance (if they did not participate in current award year) before they can continue in the program.	100%	Complete
		21.2		Prepare and submit clearance paperwork.		
			4/16/2004	ED CIO posted a notice in the Federal Register on 3.15.2004 providing other federal agencies and the public with a 30-day comment period prior to the official form renewal request being forwarded to OMB. The 30-day comment period ended April 14. Will follow up with ED CIO after this date to learn if any comments were received and to verify the next steps in the OMB submission process.	96 %	Green

	4/2/2004	FP Staff received additional OMB update emails confirming that the approval of the LEAP/SLEAP application is continuing through the approval process and that it is on target for approval before the April 2005 drop-dead date.	95 %	Green

21.3　Review and approve applications from states. Obligate, generate, and mail grant award notifications to states.

	4/16/2004	Final signatures were obtained to post the notice to the Federal Register. Posting is anticipated by Wednesday, 4.21.2004. In the meantime, applications from the states have begun to come in. To date, two (2) state applications have been received.	35 %	Green
	4/2/2004	The deadline dates notice has been through Departmental clearance. Currently, the notice is awaiting publication in the Federal Register. To receive 2004-2005 funding, applications are due from the states by Friday, 5.28.2004. FP has also completed a review of its internal procedures to ensure that paper applications are processed in a timely manner.	30 %	Green

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22　**FPS**　*Perform Voluntary Flexible Agreement (VFA) activities.*

22.1　Perform cost neutrality analysis and provide results.

	4/16/2004	Cost neutrality recommendations for all guarantors have been received and reviewed. The information is being compiled into a draft document that will be circulated for review on Wednesday, 4.21.2004.	90 %	Green
	4/2/2004	Cost neutrality recommendations for the California Student Assistance Corporation (CSAC), American Student Assistance (ASA), and Great Lakes Higher Educations Guaranty Corporation (GLHEC) are ready for CFO review. A meeting is tentatively scheduled for Monday, 4.5.2004. Savings proposals from the Texas Guaranteed Student Loan Corporation (TG) are to be received by 4.2.2004 and TG has confirmed that they are on schedule.	80 %	Green

22.2　Prepare performance measure assessment and benchmarking reports.

	4/16/2004	In the process of working out the logistics for receipt of monthly default aversion assistance request information from the four (4) existing VFA guarantors. This information is the one piece of information that is not reported or captured by ED and it will allow us to measure the success of the VFA guarantors in delinquency and default prevention.	60 %	Green
	4/2/2004	The draft Colorado VFA agreement has been updated to reflect specific monthly performance measures, the information that Colorado must provide on a monthly basis, and the impacts of not meeting performance targets associated with performance based fees. If approved, this agreement can serve as a model for future and existing VFA agreements by establishing specific contractual performance measures, frequency and type of reporting, and impacts associated with not meeting the established performance criteria. This approach will also lay the foundation for monitoring, oversight, and reporting on VFA performance.	50 %	Green

22.3　Evaluate new applications for VFA.

		4/16/2004	Tracking draft process steps with the actual process remaining for the VFA approval of Colorado and making necessary corrections.	75 %	Green
		4/2/2004	A draft document of the process steps used to date on Colorado was completed on Wednesday, 3.24.2004. The process, with efficiency adjustments, stands at 40 business days for internal ED processing and guarantor negotiations, 30 days for the legislated Congressional review period, for a total of 70 business days from beginning to end. Although additional efficiency gains may be able to be incorporated as the process is tracked in preparation for the 9.30.2004 Annual Report, other areas may expand due to conservative estimates and/or resource allocation.	70 %	Green

22.4 Foster effective working relations with guaranty agencies during scheduled site visits.

		4/16/2004	Outreach to the guaranty agencies over the past week has included soliciting feedback from VFA and non-VFA guarantors on proposed changes to the VFA content on the FP Portal. This content is being completely restructured to provide information on current VFA/FSA initiatives, consolidation of VFA materials and agreements, and performance measures.	65 %	Green
		4/2/2004	FP continued to develop effective working relationships with the VFA guarantors regarding the cost neutrality discussions over the past two weeks, the ongoing negotiations with Colorado regarding their proposed VFA agreement, and with the industry. Face to Face meetings include the United Student Aid Funds (USAF) on Wednesday, 3.31.2004 and the American Student Assistance (ASA) meeting with Terri Shaw on Friday, 4.2.2004.	60 %	Green

23 **FPS** *Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.*

23.1 As appropriate integrate ERM work with other FSA business units. Identify opportunities to integrate at the enterprise level.

		4/16/2004	Combined ERM workgroup plans to meet the week of April 19th to discuss and approve draft project plan for the Web server changes. FP and SEC will now have separate URL addresses.	48 %	Green
		4/2/2004	FP Workgroup and staff provided list of issues/problems with respect to FP's usage of ERM. The issues are as follows: 1) Need to secure Optika 4 upgrade; 2) Need to secure Workflow Management tool (an integrated application); 3) Add new categories to the current FP file index and 4) Identify and correct misfiled documents (occurred during back-file conversion by contractors).	45 %	Green

23.2 Analyze and evaluate the current use of the Electronic Records Management system within Financial Partners to identify improvements that would raise the effectiveness and efficiency of the system.

		4/16/2004	Staff is updating the FP ERM plan.	48 %	Green
		4/2/2004	Now that FP issues/problems have been identified, the FP work plan will be updated to reflect the issues.	40 %	Green

25 **FPS** *Enhance program monitoring and oversight.*

Milestone# **Action Item**

	Status Date	**Comments**	**%Complete**	**Status**

25.1 Participate and provide Financial Partners Channel support for ED audit.

| | 4/16/2004 | Ernst & Young (E&Y) has selected five GAs to visit as part of the ED audit. FP has begun to contacted the CFOs of those selected GAs and discuss E&Y audit requirements while on site. Further meetings with E&Y, GAs, and FP have been scheduled to plan for audit data calls. | 30 % | Green |
| | 4/2/2004 | Ernst & Young (E&Y) is in the process of determining GA site visits based on part of FP provided data. Once site visits are determined, FP will begin to coordinate E&Y audit with GAs. | 30 % | Green |

25.2 Prepare and conduct program reviews of guaranty agency and lenders/servicers. Use results to determine technical assistance, future monitoring and oversight needs. Coordinate the interpretation of the code of Federal regulations with all elements of the Department of Education that include legal, policy, CFO, general managers and COO in performing our reviews and assessing liabilities.

| | 4/16/2004 | During this reporting period the FPS Review Teams completed program review site visits to ISAC and the first week of a two-week site visit to ECMC. An FPS Review team also completed the first pilot CRI Review of SunTech. The program review of Oklahoma Student Loan Authority, a loan servicer, was closed and $92,500 in liabilities was collected. An updated compilation report of servicer review findings and observation was issued. | 35 % | Green |
| | 4/2/2004 | Have recently completed the GA review for Texas and ACS the Servicer. On-going this week is the GA review for NELA (Washington). | 30 % | Green |

25.3 Analyze and collect third-party audit findings. Use results to determine technical assistance, future monitoring and oversight needs. Utilize PEPS to integrate findings.

| | 4/16/2004 | Review process ongoing. Follow-up is still being conducted in response to questions from lenders concerning findings and required actions. For the period ended FY03, FP has reviewed 36 GA (A-133 audits) of which 14 had findings (13 non-monetary, 1 monetary). Program Determination Letters (PDL) have been issued and closed. With respect to lender audits, FP has identified 61 with findings out of 265 received as of this date. FP is continuing its follow-up with the lenders that have not submitted an audit or submitted an incomplete audit report. Example of lender audit findings: Payment of Origination Fees (not timely), Incorrect Interest Accrual Start Date, Incorrectly reporting information to the system. | 78 % | Green |
| | 4/2/2004 | Review process ongoing. A-133 reviews and lender audits are being received for the period ended FY03. Follow-up is still being conducted in response to questions from lenders. | 75 % | Green |

25.4 Utilize GA/lender scorecards to reduce risk and improve review process. Review and evaluate use of guaranty agency and lender scorecards.

| | 4/16/2004 | Due to the identification of some performance metrics not calculating properly in the GA and Lender scorecards, previously reported, FP will be conducting a conference call during the week of April 19th to discuss how we might fix the calculations. Primary staff involved to work the issue will be the Power Users and the Data Mart IT group. | 55 % | Green |
| | 4/2/2004 | Contractor has started working on improving the Lender scorecard. This activity will allow multiple lenders to be evaluated at the same time. | 40 % | Green |

		25.6	Conduct vulnerability assessment.			
			4/16/2004	NSLDS reviewed a prior risk assessment report and determined that a new assessment should be performed. The new study will examine the current system including enhancements that have occurred in the past two years. The Success Measure for this Action Item will read: Issue a Task Order to perform a risk assessment of the National Student Loan Data System (NSLDS). Prepare and provide an NSLDS Risk Assessment Report. The report will include identified vulnerability risks and recommendations for appropriate resolution.	05 %	Green
			4/2/2004	A risk assessment was completed on NSLDS a few years ago. We are reviewing this past assessment to determine areas to be covered for this new action item. Success measures will be provided in the next reporting period.	05 %	Green
37	**CIO**	*Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.*				
		37.1	Release GovLoans Gateway, a plain speak web site that educates citizens with links to federal agency and private-sector resources.			
			4/16/2004	GovLoans is scheduled to 'go live' on April 29	50 %	Green
			4/5/2004	Ketchum Communications presented its recommendations for the GovLoans outreach focus and message to the GovLoans working group on March 31, and is coordinating its planning with the GovBenefits outreach team by preparing an overall outreach plan for approval by the GovLoans team.	50 %	Green
45	**EPMS**	*Mature Enterprise-wide Procurement Plan.*				
		45.1	Complete market research to resolve plan issues.			
			4/16/2004	FEBI and Integration market research are complete. The initial phase of data strategy market research is also complete. The SAIG market research is scheduled to be completed by the end of March. However, while the preliminary research has been accomplished, the main thrust of the VDC market research will not start until the end of April 2004 due to nonavailabilty of resources. The internal objective to have this completed by April 1, 2004 was not accomplished, so the status of milestone 45.1 is changed from green to yellow. The objective to complete milestone 45.1 is still on schedule for Septermber 30, 2004.	70 %	Yellow
			4/2/2004	FEBI and Integration market research are complete. The initial phase of data strategy market research is also complete. The SAIG market research is scheduled to be completed by the end of March. However, while the preliminary research has been accomplished, the main thrust of the VDC market research will not start until the end of April 2004 due to nonavailabilty of resources. The internal objective to have this completed by April 1, 2004 was not accomplished, so the status of milestone 45.1 is changed from green to yellow. The objective to complete milestone 45.1 is still on schedule for Septermber 30, 2004.	70 %	Yellow
		45.2	Synch Plan w/BIG End State Vision.			

| | | | 4/16/2004 | After market research is complete, decisions on procurement execution will be incorporated in the plan. | 50 % | Green |
| | | | 4/2/2004 | After market research is complete, decisions on procurement execution will be incorporated in the plan. | 50 % | Green |

47	**EPMS**	*Implement enterprise contract performance monitoring measures against new systems contract awards.*				
		47.1 Incorporate CSB into enterprise process.				
			4/16/2004	Model process has been established. Contractor support has been engaged to do a "Proof of Concept" with CSB to initiate the process by April 30, 2004. Though significant progress has been made since the last report, and we are working to schedule the "Proof of Concept" with CSB personnel the status remains Yellow.	70 %	Yellow
			4/2/2004	The Enterprise Process is still being established. Contractor support has been engaged to do a "Proof of Concept" with CSB to initiate the process by April 30, 2004. At the present progress rate the task is at risk and management is in the process of evaluating a methodology for maximizing efforts to get this task on a positive path.	25 %	Yellow
		47.2 Incorporation of FEBI into process by September 30, 2004.				
			4/16/2004	The Front End Business Initiative (FEBI) is still in the early stages of acquisition. By September 30, 2004, the process will incorporate FEBI to the stage that FEBI has achieved on that date. Discussions have begun with FEBI to determine the best way to implement performance measurement and management on FEBI. The status will remain at yellow until more definitive work has been accomplished.	30 %	Yellow
			4/2/2004	The Enterprise Process is still being established. The Front End Business Initiative (FEBI) is still in the early stages of acquisition. By September 30, 2004, the process will incorporate FEBI to the stage that FEBI has achieved on that date. The rating is changed from green to yellow until progress accomplishment equals to the time remaining to accomplish the task.	25 %	Yellow

48	**EPMS**	*Continuously update and monitor procurement internal controls.*				
		48.1 Establish monitoring and reporting process for government furnished property.				
			4/16/2004	Complete	100%	Green
			4/2/2004	A study completed in February 2004 confirms that a detailed monitoring and reporting process for government furnished property exist within ED and FSA. This completes this Action Item.	100%	Green
		48.2 Establish reporting process to monitor vendor performance.				

		Milestone#	Action Item			
				Status Date	Comments	%Complete	Status

| | | | 4/2/2004 | Person behind this initiative started work on Jan 12, 2004.   Initiating Contractor support to help plan and develop the enterprise vendor performance process, including performance reporting. A process can be established with that contractor support by September 30, 2004. Full implementation of the process and reporting vendor performance will extend beyond September 2004. | 10 % | Yellow |

49   EPMS   *Increase contract dollars awarded to small businesses.*

49.1   Increase dollars awarded directly to small businesses.

| | | | 4/2/2004 | Milestone deleted. | 100% | Cancelled |

49.2   Increase dollars awarded through large business primes to small business subs.

| | | | 4/2/2004 | Milestone deleted. | 100% | Cancelled |

54   AWSS   *Deliver workforce development and support programs.*

54.1   Continue Intern Program.

| | | | 4/2/2004 | FSA Summer 2004 Intern Program is currently accepting and reviewing applications for the Summer Program. Thus far, we have received over 500 resumes from prospective students interested in participating in the FSA Intern Program. Twelve students have been selected for the 25 Intern slots available for the Summer Program. Every principal office within FSA has requested an Intern for the summer. There has been a high demand for students in the technology/computer field with an emphasis on web development skills. We will continue the recruitment process through the end of April. The Summer Program officially begins June 1st and ends August 6th. | 70 % | Green |

54.2   Conduct FSA Orientation.

| | | | 4/5/2004 | The FSA New Employee Orientation Program has conducted two quarterly classroom training sessions. The first training was held on December 9, 2003 and the second training was held on March 17, 2004. Two additional training sessions dates are scheduled for June 2, 2004 and September 1, 2004. Evaluations were completed by participants for each session. The average overall effective rate for the FSA New Employee Orientation Program was 93% either good or great. 71% of the new employees who were new to FSA attended the program. The FSA video participants have been identified and interviews are scheduled to begin during the week of April 5, 2004. The FSA NEOP material for the March 17 training has been revised. A storyboard for the content of the FSA NEOP video was developed, presented, and approved. The list of participants for the FSA video is being compiled for review. | 66 % | Green |

| | | Milestone# | Action Item |
| | | | Status Date | Comments | %Complete | Status |

		54.3	Implement results of One-ED Competitions.			
			4/2/2004	There has been no indication that any of the One ED performance award decisions will be made anytime soon. Staff within FSA Human Resources were recently supplemented by the hiring of an Intern Program coordinator and stands ready to implement changes resulting from the One ED performance and decisions.	00 %	Green
		54.4	Update Skills Catalog/Learning Tracks.			
			4/2/2004	We're currently updating School Eligibility, School Delivery (Relations and Title IV Delivery) sections of the skills catalog. We will then send them back to each division for final approval. We're waiting to get comments back from CIO. We're also trying to get on the Students' Channel's calendar for a final review. We are also working on a timeline for the rest of these business units so that we can better track their progress. In addition, we have a meeting with Borrower Services on 4/15/04 to get their final comments. We will also add the SES Competencies to our catalog to allow better alignment with our organization.	50 %	Green
		54.5	Implement Workforce Alignment Strategy.			
			4/2/2004	Significant progress has been made in the resolution of issues that required resolution in the development of a reorganization package for ASEDS. We have completed our initial mapping of all employees from the "as-is" organizational structure to the "to-be" organization and will present staffing patterns to the ASEDS management council during the week of 4/5/04 for confirmation. Communications to ASEDS employees regarding our pursuit of early retirement and buyouts have been sent out and both employee and union reaction appears to be positive. We anticipate that we will soon be in a position to discuss an early draft of the reorganization package with representatives from the Office of Management.	50 %	Green

55	**AWSS**	*Perform facilities management activities.*				
		55.3	Administer records management.			
			4/2/2004	During this reporting period, OCIO has conducted records management interviews with the records management contacts for COO, School Eligibility Channel, CIO, Communications, and Workforce Support Services. Currently 95% of FSA's organization has been interviewed. After each interview, a Records Classification form is to be completed by each organization. Thus far, 50% of the reports have been submitted for review and approval by OCIO and NARA.	90 %	Green
		55.4	Coordinate the distribution of the Transit Benefit program.			
			4/2/2004	Survey has been completed and has been sent to FSA employees on 4/2/04. This project has been reported as completed.	100%	Complete

61	**CIO**	*Implement Enterprise Data Strategy initiatives.*				
		61.7	Continue to build on Phase I by developing a detailed vision on FFEL/enrollment data flow, gaps/impact of Common Services for Borrowers (CSB), electronic Case Management and Oversight (eCMO), National Student Loan Data System (NSLDS), and electronic Campus-based systems.			

			Status Date	Comments	%Complete	Status
			4/16/2004	Continued to hold working sessions with the FFEL and Student Enrollment working groups.	33 %	Green
			4/16/2004	Continued to hold working sessions with the FFEL and Student Enrollment working groups.	33 %	Green
			4/5/2004	Held kick-off meeting on 3/24 for deliverable 152.1.1 (FFEL and Student Enrollment Data Flow Option Analysis)	25 %	Green
		61.8	Conduct market research to validate the feasibility of the target conceptual design (Option D).			
			4/6/2004	Complete	100%	Complete
		61.9	Develop the detail Data Quality Execution Plan.			
			4/16/2004	Held Steering Committee meeting to discuss issue prioritization.	33 %	Green
			4/5/2004	No Change	25 %	Green
		61.10	Develop a holistic XML Management Plan.			
			4/16/2004	No Change.	28 %	Green
			4/5/2004	No Change	25 %	Green
		61.11	Implement the Standard Student Identification Methodology (SSIM), as defined by the FSA enterprise, as a pilot on renewal applicants.			
			4/5/2004	No change	35 %	Green
62	**BS**	*Begin the implementation of Common Services for Borrowers (CSB).*				
		62.2	Begin implementing Phase 1 of the FSA-approved transition plan.			

		4/20/2004	Contracts – FSA has received a letter from ACS requesting a delay in implementation. The request is under review.	25 %	Green

Development – The Department held it first functional requirements walk-through on Monday, April 19, 2004. Comments have been provided to the contractor.

Infrastructure – Necessary Oracle and related licenses are being acquired.

Operations – Nothing new to report.

Oversight – The CSB Team is reviewing cost and schedule events to determine corrective acitons.

		4/5/2004	Contracts -- FSA is reviewing cost issues related to CSB software licensing, incentives and carryover legacy tasks to determine whether contract modifications may be necessary.	25 %	Green

Development -- Nothing new to report.

Infrastructure -- User applicability and licensing costs are still being defined.

Operations -- Nothing new to report.

Oversight -- Nothing new to report.

63	**ADS**	*Improve school partner oversight.*		

	63.1	Implement Integrated Partner Management (IPM) system.		

		4/16/2004	IPMS competitive bid work continues on track. See milestones 63.2 (recently completed) and 63.6 for details.	59 %	Green

		4/2/2004	All work related to IPMS competitive bid continues on track. See milestones 63.2 and 63.6 for details.	55 %	Green

	63.2	Develop Consolidated requirements for IPM system.		

		4/16/2004	Financial Partner Eligibility and Oversight As-Is Flow Documentation and High-Level Requirements were completed and accepted by COR/PMO (Debbie Bairdane) on 4/5/2004.	100%	Complete

		4/2/2004	Non-Case Management Deliverable was completed and accepted by COR/PMO (Debbie Bairdane) on 3/15/2004.	87 %	Green

Financial Partner Eligibility and Oversight As-Is Flow Documentation has been completed and will be recommended for acceptance by COR/PMO (Debbie Bairdane) on 4/5/2004.

	63.6	Select competitively a vendor to perform the conceptual design and development of the IPM system.		

			4/16/2004	ILSC contract award is still on track for the end of April 2004.	59 %	Green
			4/2/2004	Progress continues on two work requests for IPMS for a conceptual design to be awarded to the ILSC. ILSC contract award is still on track for the end of April 2004.	55 %	Green
		63.8	Procure the design of a workflow tool for SEC.			
			4/16/2004	FEBI and Data Strategy team work continues and is on track.	54 %	Green
			4/2/2004	Discussion/consideration in conjunction with FEBI and Data Strategy teams continues and is on track.	50 %	Green
70	**ADS**	*Increase Student Financial Aid program awareness.*				
		70.1	Expand federal student aid awareness and outreach program.			
			4/16/2004	This milestone has been rolled into the Front End Business Integration (FEBI) Small Business Initiative. New milestone to be developed.	20 %	Green
			4/2/2004	Student Aid Awareness (SAA) is developing plans and allocating resources to conduct market research.	20 %	Green
		70.2	Develop and implement long-term mass marketing strategy.			
			4/16/2004	This milestone has been rolled into the Front End Business Integration (FEBI) Small Business Initiative. New milestone to be developed.	25 %	Green
			4/2/2004	Business proposal was approved. Statement of Objectives (SOO) for media campaign has been submitted to FSA Contracts for posting and we anticipate an award by July 2004. IPC approved funding to contract for performance measures baseline development.	25 %	Green
71	**ADS**	*Reengineer EDExpress.*				
		71.3	Implement Return to Title IV Web Release.			

		Status Date	Comments	%Complete	Status
		4/16/2004	Acceptance testing for Return to Title IV Funds began on March 15, 2004 on the Customer Requirements Allocation Document (CRAD). While testing is on schedule, we are in the process of completing a System of Records Notice (SORN) that will postpone the release of the software to the Web until mid-July. In addition, we have identified some key issues around regulatory guidance that was provided subsequent to the release of the PC software. The contractor is assessing these requirements, and a new testing schedule will be provided if a decision is made to implement these new requirements. Since the schedule is extended to meet the needs of the SORN, we may request some additional time to build and test these requirements. The PRR will be scheduled once this decision is made. This product is non-year specific and delaying the posting will not impact schools adversely. There is currently a PC product that is available. However, we would like to post the product before the 04-05 academic year begins in August 2004.	95 %	Yellow
		4/2/2004	Acceptance testing for Return to Title IV Funds began on March 15, 2004 on the Customer Requirements Allocation Document (CRAD). These are the agreed upon requirements are this testing is on schedule. While testing is on schedule, we are in the process of completing a System of Records Notice (Notice) that will postpone the release of the software to the Web until late June or early July. In addition, we have identified some key issues around regulatory guidance that was provided subsequent to the release of the PC software. We wish consider adding them to this release. Since the schedule is extended to meet the needs of the Notice, we may request some additional time to build and test these requirements.This product is non-year specific and delaying the posting will not impact schools adversely. There is currently a PC product available. However, we would like to post the product before the 04-05 academic year begins in August 2004.The PRR for Return to Title IV on the Web was tentatively scheduled for late March or early April with the software being pushed to the web site by mid-April. The software (PRR) should be on schedule. The actual posting will be delayed until late June or early July because of the Notice's required processing time.	99 %	Yellow